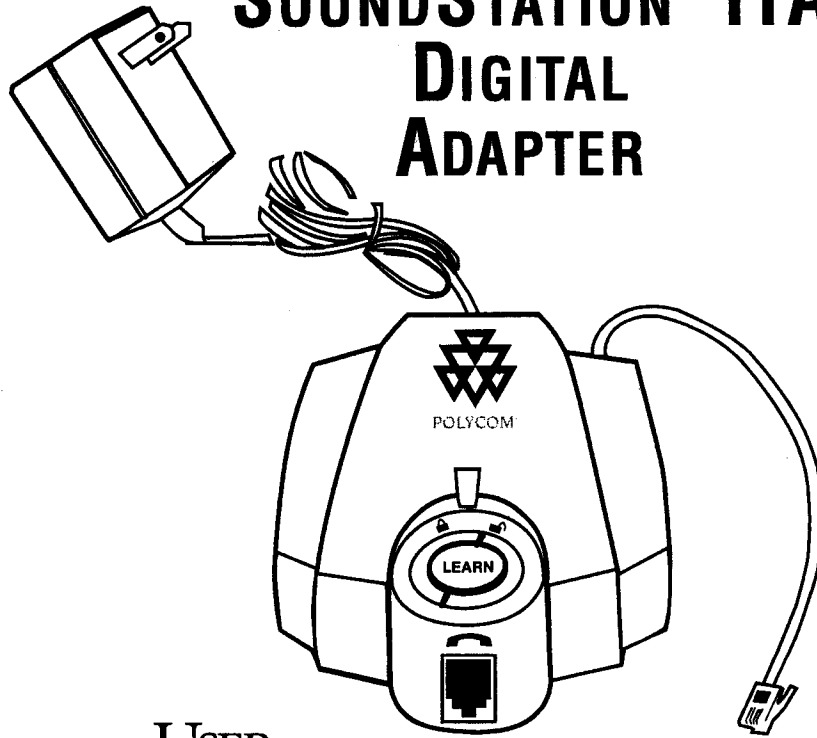POLYCOM

SoundStation® ITA
Digital
Adapter

User
Guide

IMPORTANT! FOLLOW THE SETUP PROCEDURE IN THIS USER GUIDE WHENEVER YOU MOVE SOUNDSTATION ITA TO A DIFFERENT TELEPHONE.

About Your New SoundStation ITA

Congratulations on purchasing
SoundStation ITA, a universally compati-
ble communication device for executives,
mobile professionals and office workgroups.

SoundStation ITA lets you connect your
Polycom teleconferencing unit or modem
to virtually any digital phone set, multi-
line key system or hotel telephone in sec-
onds. SoundStation ITA is fully compati-
ble with all modems and can support
connections up to 56K.

Connect SoundStation ITA to Your Phone

WARNING:
Do not plug SoundStation ITA directly into phone line—you may damage equipment!

If you will be using SoundStation ITA with a...
    Polycom teleconferencing device . . . . .see *Figure 1*.
    PC modem . . . . .see *Figure 2*.

1. Plug the AC power cord into SoundStation ITA's power jack, ⊕⊛⊖ and a standard wall outlet, see *Figures 1 & 2*.

2. Unplug the curly telephone handset cord from the telephone base. Plug this cord into the HANDSET jack in front of SoundStation ITA's LEARN button, under the ☎ icon.

3. Plug SoundStation ITA's straight modular cord into the handset jack on your telephone's base.

4. Plug the cord from your teleconferencing device or modem into SoundStation ITA's VOICE/DATA jack, labeled: 🔊
Please Note: The Polycom teleconferencer or modem (analog device) will need to be disconnected to complete the learning process.

5. Check *Figures 1 & 2* to make sure the connections are correct for your device.

IMPORTANT: Follow the setup procedure in this User Guide whenever you move SoundStation ITA to a different telephone.
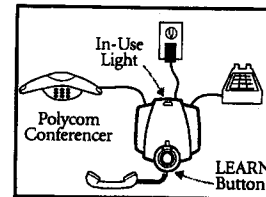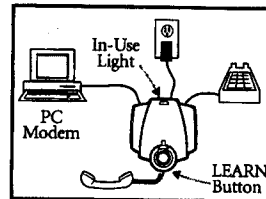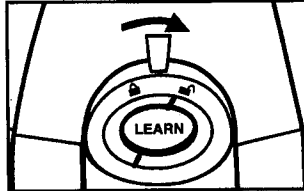

Figure 1

Figure 2

Set SoundStation ITA to Learn Your Phone

1. Find the LEARN button on the top of SoundStation ITA.
2. Turn the LEARN button collar from the "locked" position to the "unlocked" position (*Figure 3*).
3. *Make sure no devices are connected to SoundStation ITA's VOICE/DATA port. If a device is connected, disconnect it for the duration of the learning process.*
4. Lift the telephone handset and place it on your desk. Get an OUTSIDE line and dial tone.
   Note: You may have to dial "9" or press a special key (*Figure 5*).
5. Push and release the LEARN button. The Green Learn light will start flashing (*Figure 4*).
6. Wait 2–3 seconds. The Green Learn light will go out, telling you that SoundStation ITA has successfully learned your phone.
7. Turn the LEARN button collar back to the "locked" position. SoundStation ITA is now ready to use (*Figure 6*).
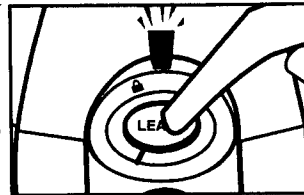
Figure 3

Figure 4

Figure 5

Figure 6

Using SoundStation ITA with a Teleconferencer
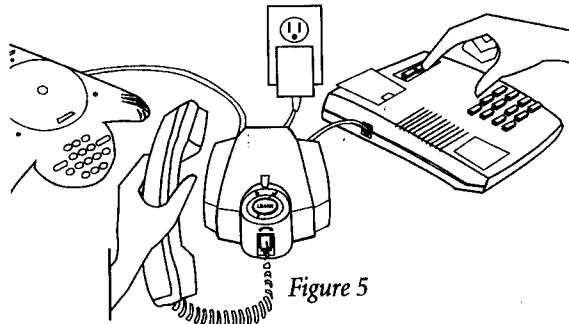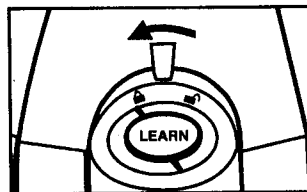
SoundStation ITA lets you use your Polycom teleconferencer even if you don't have an analog line close by. Just connect SoundStation ITA between your teleconferencer and any digital (or analog) telephone with a modular handset cord.

ADJUSTING SPEAKING VOLUME (HOW LOUD YOU SOUND TO YOUR CALLER)

During setup in Step 2, SoundStation ITA adapted itself to work with your telephone. After this step, further adjustments to SoundStation ITA aren't normally needed. However, if teleconference callers say your voice is faint, "echoey" or sounds like you're in a tunnel, fine-tune your phone's speaking volume as follows:

- Find SoundStation ITA's 3-position switch marked TRANSMIT LEVEL. This switch controls your speaking volume (*Figure 8*).
- The transmit volume control has 3 positions:

    (I) = lowest transmit volume *(set here if your voice has an echo or tunnel sound)*

    (II) = standard setting for most conversations

    (III) = highest transmit volume
    (set here if your voice sounds faint)
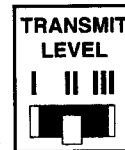
Figure 8

If you are unable to optimize the performance of your Polycom teleconferencer using this switch, you may need to reset the teleconferencer. Please refer to the setup section of your teleconferencer user guide.

OPERATING YOUR TELECONFERENCER USING SOUNDSTATION ITA

1. Check *Figure 1* to be sure that SoundStation ITA has been properly connected to your phone and teleconferencer.

2. Press your teleconferencer's ON button. SoundStation ITA's In-Use light should come on.

3. Lift your phone's handset and set it on the desk. You should hear dial tone through your teleconferencer.

4. Place a call as usual, using your teleconferencer's keypad. (With some phones it may be necessary to use the telephone keypad to dial.)

How to Use SoundStation ITA with a PC Modem

SoundStation ITA lets you use your PC modem even if you don't have an analog line where you need one. Just connect SoundStation ITA between your modem and any digital (or analog) phone with a modular handset cord. If you are using a modem, your computer's software may have to be reset for manual transmission. Refer to your modem user guide for manual setup instructions.

SENDING DATA AND FAXES WITH SOUNDSTATION ITA

You can send data and faxes with SoundStation ITA by manually dialing the numbers on your telephone keypad. **Note:** Many modems are set to wait for a dial tone before beginning data transmission. This feature must be turned off, or the modem cannot go "off hook" and start transmitting. On most modems, this feature can be turned off by resetting the DIAL command as shown below:

Change ATDT command line to: **ATX3DT**

DIALING

1. Click SIGN ON, connect or press ENTER on your computer to begin modem/fax transmission.
2. Remove the telephone handset from its cradle, listen for a dial tone, and place the handset on your desk. Using your telephone keypad, place a call to the destination modem/fax.

   If you experience problems where the communications software times out before the other modem/fax answers, try reversing numbers 1 and 2 above.
4. When your data has been sent successfully, end the call by clicking SIGN OFF or DISCONNECT, or by selecting the Stop or End function on your computer.
5. Hang up the phone.

RECEIVING DATA AND FAX FILES

To receive data or fax transmissions, you must be present to answer incoming calls. Most modems can operate in two Receive modes. The first is typically known as *Manual Answer* or *Receive* mode. The second is generally called *Direct Connect* or *Local Terminal* mode. Choose your preferred mode of operation and follow the steps below:

1. When the phone rings, lift the handset and listen for incoming data tones.
2. Begin the data or fax transmission.
   Manual Answer or *Receive* mode: Select the *Manual Answer* or *Receive* command using your PC's communications software.
   Direct Connect or *Local Terminal* mode: Type **ATA** and **ENTER** to establish modem connection.
3. Place your handset on the desk and wait for confirmation that the data has been received.
4. When finished, end the call.
   Manual Answer or *Receive* mode: Use your Call Termination software feature.
   Direct Connect or *Local Terminal* mode: Type **ATH Ø** and **ENTER**.
5. Hang up the phone.

AUTO-DIALING

If your phone allows auto-dialing, follow these
steps:

1. Prepare your modem to send a transmission.

2. Lift the phone's handset and listen for dial tone.
   Place the handset on the desk (returning the
   handset to its cradle will end the call).

3. Begin transmission by selecting SEND or
   ENTER on your PC.

4. After successful completion of the data/fax
   transmission, end the call by selecting the END
   or ENTER command on your PC, then hang up
   the phone.

SETUP FOR USE WITH WINDOWS

WINDOWS 95, WINDOWS 98

1. Open the My Computer icon (usually located in upper left corner of desktop).

2. Within the My Computer screen, double-click the Dial-Up Networking icon.

3. Then click MAKE NEW CONNECTION. Name the new connection, "SoundStation
   ITA."

4. Make sure your modem type is displayed, and then click CONFIGURE.

5. Within modem properties, set Maximum Speed to 38400 or 57600 (setting it at
   115200 may cause problems).

6. Click on the CONNECTION tab.

7. Uncheck the "Wait for dial tone before dialing" box.

8. Click on the ADVANCED button.

9. In extra settings, type in X3.

10. Click OK twice and you will return to Make New Connection screen.

11. Click NEXT. Enter the number of the computer you are dialing or ,,, (three commas)
    if you are dialing manually.

12. Click NEXT, then FINISH. This will return you to Dial-Up Networking screen.

13. You are ready to connect. Please see dialing instructions.

WINDOWS NT 4.0

1. Open the My Computer icon (usually located in upper left corner of desktop).
2. Within My Computer screen, click on the CONTROL PANEL icon.
3. Then click MODEM.
4. Highlight the modem you wish to use, then click PROPERTIES.
5. Within modem properties, set Maximum Speed to 38400 or 57600 (setting it at 115200 may cause problems).
6. Click on the CONNECTION tab.
7. Uncheck the "Wait for dial tone before dialing" box.
8. Click on the ADVANCED button.
9. In extra settings type **X3**.
10. Continue clicking OK to return to the Dial-Up Networking screen.
11. You are ready to connect. Please see dialing instructions.

SETUP FOR USE WITH AOL

AOL 3.0

1. Open the AOL Dial-Up window and click SETUP.
2. Within Network and Modem Setup, click CREATE LOCATION.
3. Please enter the following information:
   - Location = SoundStation ITA
   - Phone Number = ,,, (three commas)
   - Modem Speed = 38400bps
   - Network = AOL Net
4. Click SAVE.
5. Within Network and Modem Setup, click SETUP MODEM.
6. Then click on EDIT COMMANDS, you may be prompted: "Do you wish to delete it and copy the current profile to the custom profile area?" Click OK.
7. Change Custom Modem Profile Dial Prefix line to **ATX3DT**.
8. Continue clicking OK until you return to the AOL Dial-Up window.
9. You are ready to connect. Please see dialing instructions.

AOL 4.0

1. Open the AOL Dial-Up window and click SETUP.

2. Within AOL Setup screen, click EXPERT SETUP.

3. Click EXPERT ADD.

4. Please enter the following information:
   - Name = SoundStation ITA
   - Edit Number Here = ,,, (three commas)
   - Speed = 57600bps
   - Network = AOL Net

5. Click OK.

6. Click DEVICES (modems, etc.) tab.

7. Highlight modem type, then click EDIT.

8. Within the Edit screen, click EDIT COMMANDS.

9. Change Custom Modem Profile Dial Prefix line to **ATX3DT**.

10. Click OK twice, then click CLOSE and you will return to the AOL Dial-Up window.

11. You are ready to connect. Please see dialing instructions.

Troubleshooting

Poor transmit or receive quality

1. Did SoundStation ITA learn the characteristics of your phone?
2. Did you get an outside line during setup? (Review Step 2 of the installation instructions.)
3. Did you try all of the Transmit Level switch settings (I, II, III)?
4. Did you try adjusting the volume on your phone or teleconferencing device.

Learn Light flashing green

SoundStation ITA is trying to learn your phone. Check Step 2 of the installation instructions to be sure:

1. You have an outside line.
2. You've taken the handset off the phone cradle.
   If so:
3. Disconnect, then reconnect SoundStation ITA's power cord.
4. Repeat Step 2 of the installation instructions.

Learn Light flashing orange

SoundStation ITA did not learn your phone successfully.

1. Check your phone and handset connections.
2. Disconnect, then reconnect SoundStation ITA's power cord.
3. Repeat Step 2 of the installation instructions.

Unit dead, no transmit or receive

1. Has the unit been installed correctly? (For teleconferencing, make sure setup looks like *Figure 1*. For PC modem, make sure setup looks like *Figure 2*.)
2. Did you remove the handset from the cradle and set it on the desk?
3. Did you get an outside line?
4. Is SoundStation ITA's In-Use light lit?
5. For teleconferencing: Did you turn your teleconferencer on?
   For PC modem: Did you set your PC modem for manual transmission?

Regulatory

TELEPHONE PROBLEMS: If you experience problems with SoundStation ITA, disconnect it from the phone jack. If the trouble disappears, your unit may need repair or adjustment. In this case, the FCC requires that the product not be used, and remain unplugged from the telephone line until the problem has been corrected. If after disconnecting the unit from the phone jack, the trouble still exists, contact your phone company's repair department.

FCC INFORMATION: Your new SoundStation ITA Digital Adapter complies with Part 68 of the FCC Rules. Your local telephone company may need to know the compliance information, which may include the Registration Number, Ringer Equivalence Number (REN), USOC phone jack type, and other information. You'll find this info on the underside of SoundStation ITA.

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 and correct the interference by one or more of the following measures:

- – Reorient or locate the receiving antenna.
- – Increase the separation between the equipment and receiver.
- – Connect the equipment to 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.

SoundStation ITA   Model #5993

FC Tested to Comply with
FCC Part 15 Class B

FOR HOME OR OFFICE USE

c**(UL)**us **C E**
LISTED
Product Identity
#5993

LIMITED 2-YEAR WARRANTY

1. Polycom warrants this product to be free from defects in materials or workmanship, under normal use and service, for two years from the date of purchase, subject to the limitations set forth below. This warranty extends only to the original owner. This warranty is void if service is performed by anyone other than the manufacturer.

2. This warranty gives you specific legal rights and you may also have other rights which vary from state to state. Polycom's obligations under this warranty are limited to repair or replacement, at Polycom's sole option, of the product or parts found to be defective, as diagnosed by an authorized Polycom customer service representative. Polycom reserves the right to make such inspections as may be necessary in order to determine the cause of the defect. Polycom will not charge for labor or parts in connection with any repairs or replacements covered in this warranty.

3. This warranty does not apply to: (a) product failure resulting from accidents, improper care or operation, or negligence (where Polycom is not at fault), or from normal wear and tear. In these cases, repairs or replacement will be made at a reasonable charge; (b) consumable parts such as cords or batteries; (c) any product which has been subject to alteration or modification, or which has been installed or used in any manner contrary to this user guide.

4. To obtain warranty repair/replacement service under this warranty, the owner must call Polycom at 1-800-Polycom for an RMA number and full return/replacement instructions.

5. This written limited warranty is the only warranty made by Polycom. Repair or replacement as provided under this warranty shall be the exclusive remedy available to the purchaser. Polycom shall not be responsible for loss of use of the product or for any other incidental, special or consequential damages or expenses incurred by the purchaser or by any other party, even if Polycom has been notified of the possibility of such damages or expenses. Except to the extent prohibited by applicable law, any implied warranties, including those of merchantability or fitness for a particular purpose, are hereby expressly excluded, and, to the extent not excludable, are expressly limited to the duration of this warranty. Some states do not allow exclusion of implied warranties, limitations on the duration of implied warranties, or the exclusion or limitation of incidental or consequential damages, so the above limitation and exclusion may not apply to you.