ClearOne®

MAX® IP Conferencing Phone

USER'S GUIDE

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MAX IP USER'S GUIDE

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UNPACKING AND SETTING UP YOUR MAX IP CONFERENCE PHONE

For information on unpacking and setting up your MAX IP conference phone, please refer to the **MAX IP Administrator's Guide**.

KEYPAD FUNCTIONS

| Key	Function
ON / OFF	Press to activate the phone and access the dial tone. Press again to hang up the phone and return to Standby mode. Press to disconnect second line when encountering voicemail or a busy signal while trying to establish a 3-way call.
PHONEBOOK EDIT	Press to dial stored numbers. Press and hold for two seconds to enter the Phonebook Edit mode. (Note: Stored numbers are not available during 3-way calling.)
REDIAL PROG.	Press once to dial the last number called. Press and hold for two seconds to enter Program mode.
CONFERENCE	Press once during a call to place first line on hold and activate dial tone for second line. Press again after second line answers to connect all lines in a 3-way call.
HOLD	Press to place active line on hold. Press to toggle between line 1 and line 2 if not in a 3-way call. Press during 3-way call to put both lines on hold; press again to release both lines from hold.
CLEAR	Press once to clear the last digit entered or press and hold to clear all numbers. Press to exit Program mode.
VOLUME	Press while on a call to adjust call volume. Press while phone is ringing or in Standby mode to adjust ringer volume.
MUTE	Press once to mute microphones during a call. Press again to unmute. Press once during ringing to mute the ringer for the current inbound call.

Figure 1 - MAX IP Keypad Functions
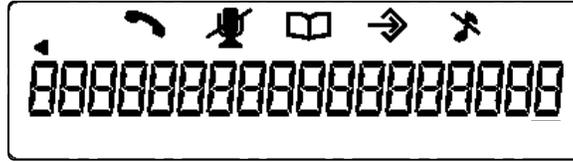
Figure 2 - MAX IP Parts

USING THE MAX IP PHONE

The following paragraphs describe how to use your MAX IP phone.

To Make a Call

1. Press the **ON/OFF** key to activate the phone. You hear a dial tone. (The phone icon and line states appear when the phone is active (see Figure 3).) The line states are displayed at the far right of the display as "1" for line 1 and "2" for line 2, with the current line state being represented by the letter "c" for "connected," "i" for "incoming," "h" for "hold," or "r" for "remote hold" (the line is on hold at the far end).

Figure 3 - MAX IP Phone Icon

2. Dial the number as you would on a standard phone. The number appears on the LCD screen.

   > **Note**: You can also predial the number while in Standby mode and press the **ON/OFF** key to connect the call.

   To add a pause to the number you are predialing, press and hold the pound (**#**) key.

To Answer a Call

• Press any key (except "*****" key, **MUTE**, **VOLUME UP** or **VOLUME DOWN**).

   When there is an incoming call, the phone rings (unless the ringer is turned off) and the phone LEDs and phone icon on the LCD screen flash.

To End a Call

• Press the **ON/OFF** key.

To Turn the Ringer On/Off (In Standby)

• Press and hold the star key (*****). A music note with a slash through it (Figure 4) denotes that the ringer has been turned off.

Figure 4 - MAX IP Ringer OFF Icon

To Mute During Ringing
- Press the star (*****) or the **MUTE** key to mute the ringer for the duration of the ringing.

  > **Note**: This only mutes the current ring; the ringer is unmuted for subsequent calls.

To Adjust Ringer Volume
1. While the phone is ringing, press **VOLUME UP** or **VOLUME DOWN**.
2. While the phone is inactive, press **VOLUME UP** or **VOLUME DOWN**. The ringer melody plays once at the new level.

To Adjust Loudspeaker Volume
1. Press the **VOLUME UP** key while on a call to increase volume.
2. Press the **VOLUME DOWN** key while on a call to decrease volume.

To Access Your Help Line
- While in *Standby* mode, press and hold the **0** key for 2 seconds. This feature must be programmed before use.

To Store a Number in the Phonebook
1. Enter the number while the phone is in *Standby* (Inactive) mode.
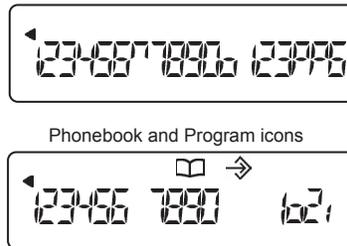2. Press and hold the **PHONEBOOK** key until the Phonebook and Program icons appear.

Phonebook and Program icons

Figure 5 - MAX IP Phonebook and Program Icons

3. Assign a Phonebook location (0–9) by pressing the corresponding number key.
4. Press the **PHONEBOOK** key again to save the entry. You hear a confirmation tone.
5. To exit *Phonebook Edit* mode before saving the entry, press the **CLEAR** key.

To Make a Call Using the Phonebook
1. Press the **PHONEBOOK** key.
2. Press the specific number (**0-9**) that corresponds with the stored phone number you want to dial. The number is displayed on the LCD screen.
3. Press the **ON/OFF** key to dial the number.

To Make an Outbound THREE-WAY Call
1. Press the **CONFERENCE** key. The first party is put on hold and you are connected to a second line dial tone. OR press the **HOLD** key to place the current call on hold, then press **ON/OFF** key to obtain the second line.
2. Dial the second party's phone number.

   > **Note**: Stored numbers are not available for dialing a second party.

   If you receive a busy signal or are routed to voicemail, then press the **ON/OFF** key to terminate the call and return to the first party.

3. Press the **CONFERENCE** key to join all three parties in a conference call.

1. Press the **HOLD** key to place both lines on hold.

2. Press the **ON**/**OFF** key to hang up both lines.

    >   **Note**: The LEDs flash red when a call is on hold.

    Press the **HOLD** key a second time to take both lines off hold and resume three-way conference call.

3. If either of the other parties hangs up during the three-way call, the remaining party stays connected to the call.

To Make an Outbound Call While on Another Call
1. Press the **HOLD** key and then press the **ON**/**OFF** key. The first party is put on hold and you are connected to a second line dial tone.

2. Dial the second party's phone number.

    >   **Note**: Stored numbers are not available for dialing a second party.

    If you receive a busy signal or are routed to voicemail, then press the **ON**/**OFF** key to terminate the call and return to the first party.

3. Press the **HOLD** key to toggle between the first and second parties or press the **CONFERENCE** key to join the two parties in a three-way conference call.

    >   **Note**: See **TO MAKE AN OUTBOUND THREE-WAY CALL** for more information.

To Accept an Inbound Call While on Another Call
1. The phone rings (unless the ringer is muted) and the LEDs flash green.

2. Press the **HOLD** key and then press the **ON**/**OFF** key. The first party is put on hold and you are connected to the incoming call.

    >   **Note**: If you want to disconnect the incoming call after answering it, press the **ON**/**OFF** key to hang up the second call and then press the **HOLD** key to take the first party off of hold.

3. Press the **HOLD** key to toggle between the first and second parties or press the **CONFERENCE** key to join the two parties in a three-way conference call.

    >   **Note**: See **TO MAKE AN OUTBOUND THREE-WAY CALL** for more information.

TONES AND ALERTS

Tone/Alert	Description
Confirmation	A tone will play upon successful programming entry.
Reject	A tone will play if you attempt to do any of the following: • enter an invalid programming entry • use a speed dial key that has not been programmed (One-Touch Conferencing or service center) • enter a 45th digit when predialing • enter a 17th digit for user phone number • enter a 31st digit for speed dial key (One-Touch Conferencing or service center)

Figure 6 - MAX IP Tones and Alerts