

Interaction SIP Station® Quick Reference

About Interaction SIP Station Device

The Interaction SIP Station is a SIP-based device designed for the contact center and enterprise environment, using power over Ethernet, with controls for volume, mute, on-hook/off-hook, and emergency/urgent speed dial autodial. The Interaction SIP Station phone works with a CIC client and your attached headset to allow you to make or receive calls. An optional mounting bracket and two screws (not pictured) are also included to help secure the unit to the wall or desktop.

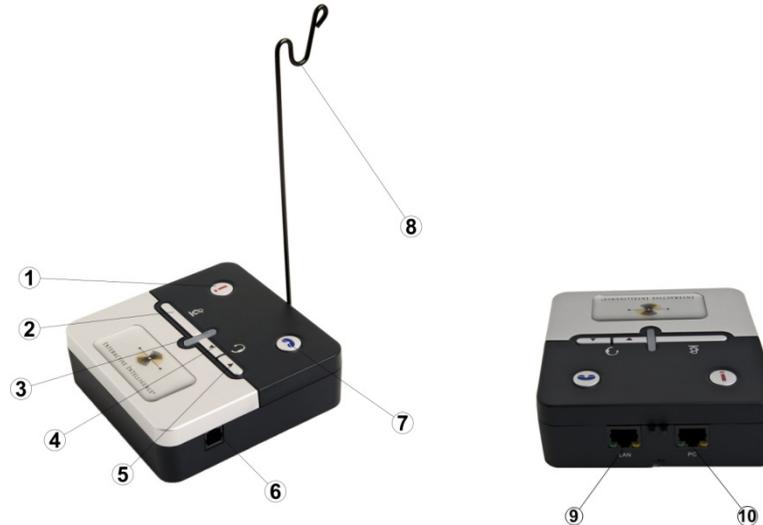


Interaction SIP Station full view

Interaction SIP Station Device Components

To manage incoming and outgoing calls, the Interaction SIP Station includes call control buttons and an LED status indicator.

The diagram below highlights the Interaction SIP Station front and back controls and ports.



Front/Top view

Back view

Interaction SIP Station Callout Diagram

This chart outlines callouts shown on the previous page.

- 1 **(!) Emergency Speed Dial.** Press and hold this button for at least 1 second to dial an emergency phone number pre-configured by your administrator.
- 2 **Mute.** Press this button to disable the headset's microphone so the other party or parties cannot hear what you are saying.
- 3 **Status LED.** Indicates current status of the device.
- 4 **Volume Down.** When connected to a call, press to adjust caller's volume down. When not connected to a call, press to adjust ringer volume down. When the minimum volume is reached the LED will blink red once.
- 5 **Volume Up.** When connected to a call, adjusts caller's volume up. When not connected to a call, adjusts ringer volume up. When the maximum volume is reached the LED will blink red once.
- 6 **Headset Jack.** Port to connect a standard RJ-9 headset.
- 7 **Pick Up/Disconnect.** If enabled by your administrator, this button picks up an incoming call or disconnects an active call.
- 8 **Headset Hanger.** Hang the headset here when not in use.
- 9 **PoE LAN Port.** Port to connect the phone to the Ethernet LAN cable for LAN connection. This connection powers the device.
- 10 **PC Port.** Port to allow the PC to acquire its Ethernet connection through the phone.

LED Device Status

Depending on the status of the Interaction SIP Station, the unit's LED display will change color.

The following chart lists the LED color and state for common Startup statuses.

Color	State	Status Description
Orange	Solid	The unit is downloading firmware.
Orange	Blinking	The unit is applying firmware.
Blue	Blinking	The unit is currently registering.
Blue	Solid	The unit is turned on, properly registered, and ready to receive or make calls.

The following chart lists the LED color and state for common Active Call statuses.

Color	State	Status Description
Red	Blinking	A call is alerting and awaiting pickup.
Blue	Blinking	The unit is currently connected to a call.
Red	Solid	The station audio is muted.

For a complete explanation of statuses and corresponding LED colors and states, see "LED status light" in the *CIC Managed IP Phones Administrator's Guide* in the PureConnect Documentation Library.

Using the Dial Pad

The dial pad enables you to a dial phone number to initiate a call. When the dial pad is in focus, you can use the numerical keypad on your keyboard to enter a telephone number.

To use the dial pad, you must first add the Dial Pad view to your CIC client. Refer to CIC client help for information about using the dial pad.

Pick Up or Disconnect a Call

- To pick up a call, when the call is alerting, press the  Phone button on the SIP Station device.
- To disconnect a call, when the call is active, press the  Phone button on the SIP Station.

Place an Emergency Call

Your administrator has configured a telephone number on the SIP Station for you to use in emergency situations. If you need to place an emergency call, press and hold the  (emergency speed dial) button to initiate the call.

Mute a Caller

There are two ways to mute a call:

- When the call is active, on the Interaction SIP Station press the **Mute** button. The LED will display as solid red to indicate the call is muted. To remove the call from Mute status, press the Mute button again.
- Or in a CIC client, press the **Mute** button.

Note: These methods are not currently linked together. For example, pressing the **Mute** button on the Interaction SIP Station will not cause the **Mute** button in a CIC client to appear activated. Pressing the **Mute** button in a CIC client will not cause the Interaction SIP Station LED to display solid red. Either method will successfully mute the call.

Increase or Decrease Volume

When connected to a call, press the **Volume Up** or **Volume down** buttons to adjust the caller's volume.

Note: When not connected to a call, pressing these buttons will adjust the ringer volume.



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