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## Polycom SE-225

# Polycom Soundpoint Pro SE-225 2-Line Professional Conference Phone with Caller ID

## USER MANUAL

### Introduction

The Polycom SoundPoint Pro SE-225 is a professional 2-line conference phone designed for clear and efficient communication in various office environments. This device features full-duplex performance, enabling all participants to speak and listen simultaneously without sound clipping. It integrates caller ID capabilities, a 32-character LCD display, and offers flexible usage options including a handset, headset, or a 360-degree sound coverage speakerphone. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your SoundPoint Pro SE-225.

### Product Features

- Full-duplex conference phone with 2-line operation for simultaneous speaking and listening.
- Caller ID with call waiting functionality.
- 99-number programmable speed dialing for quick access to frequently called contacts.
- Keypad-activated rear microphone for enhanced room coverage during speakerphone use.
- Integrated headset amplifier, hanger, and controls for convenient headset usage.
- 32-character LCD display for call information and menu navigation.

### Package Contents

Verify that your package contains the following items:

- Polycom SoundPoint Pro SE-225 Phone Base
- Handset
- Coiled Handset Cord
- RJ-11 Line Cord (for connecting to wall jack)

- AC Power Adapter

## Product Overview



Image: The Polycom Soundpoint Pro SE-225 conference phone in black, featuring a traditional handset on the left, a central keypad, an LCD display above the keypad, and a large circular speakerphone grille with the Polycom logo on the right side of the base unit.

## Setup

### Connecting the Phone

1. **Connect the Handset:** Plug one end of the coiled handset cord into the handset and the other end into the handset jack on the left side of the phone base.
2. **Connect the Line Cord:** Plug one end of the RJ-11 line cord into the LINE 1 jack on the back of the phone base. Plug the other end into a standard telephone wall jack. If using a second line, connect another RJ-11 cord to the LINE 2 jack and a second wall jack.
3. **Connect the Power Adapter:** Plug the small end of the AC power adapter into the power jack on the back of the phone base. Plug the larger end into a standard electrical outlet.
4. **Initial Power-Up:** The phone will power on automatically. The LCD display will show a startup sequence and then indicate the current date and time.

## Operating Instructions

## Making a Call

- **Using the Handset:** Lift the handset, wait for a dial tone, and then dial the number.
- **Using the Speakerphone:** Press the **Speaker** button, wait for a dial tone, and then dial the number.
- **Using a Headset:** Connect a compatible headset to the headset jack. Press the **Headset** button, wait for a dial tone, and then dial the number.

## Answering a Call

- **Using the Handset:** Lift the handset.
- **Using the Speakerphone:** Press the **Speaker** button.
- **Using a Headset:** Press the **Headset** button.

## Using the Speakerphone

To activate the speakerphone, press the **Speaker** button. The phone's integrated microphones provide 360-degree sound coverage. For optimal performance in larger rooms, activate the rear microphone by pressing the dedicated key on the keypad.

## Caller ID

When an incoming call is received, the caller's information (name and number, if available) will be displayed on the LCD screen. The phone stores a history of up to 99 calls, which can be reviewed using the navigation buttons.

## Speed Dial

The phone supports 99 programmable speed dial entries. To program a speed dial number, refer to the on-screen menu options. To use a speed dial, press the **Speed Dial** button, then enter the corresponding two-digit code (00-98) or scroll through the list and select the desired entry.

## Adjusting Volume

During a call, use the **Volume Up** and **Volume Down** buttons to adjust the listening volume for the handset, speakerphone, or headset.

## Maintenance

To ensure the longevity and optimal performance of your Polycom SoundPoint Pro SE-225, follow these maintenance guidelines:

- **Cleaning:** Use a soft, damp cloth to clean the exterior surfaces of the phone. Avoid using abrasive cleaners, solvents, or strong detergents, as these can damage the finish.
- **Dust Removal:** Regularly wipe down the speaker grille and keypad to prevent dust accumulation, which can affect sound quality and button responsiveness.
- **Environmental Conditions:** Keep the phone away from excessive heat, direct sunlight, and moisture. Ensure it is placed on a stable surface to prevent accidental drops.
- **Cord Care:** Avoid tangling or stretching the handset and line cords excessively to prevent internal wire damage.

## Troubleshooting

This section addresses common issues you might encounter with your phone.

Problem	Solution
No dial tone	Ensure the line cord is securely connected to both the phone and the wall jack. Verify that the phone has power and the power adapter is plugged in correctly.
Cannot hear caller / Caller cannot hear me	Adjust the volume using the volume buttons. Check handset and line cord connections. If using speakerphone, ensure the microphone is not muted.
Caller ID not displaying	Confirm that Caller ID service is activated with your telephone service provider. Ensure the line cord is properly connected.
Buttons are unresponsive	Try unplugging the power adapter for a few seconds and then plugging it back in to reset the phone. Ensure no debris is lodged under the buttons.
Speakerphone sound is distorted or echoes	Ensure the phone is placed on a flat, stable surface. Avoid placing the phone too close to walls or other reflective surfaces. Adjust the volume to a comfortable level.

## Specifications

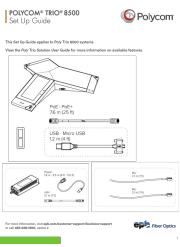
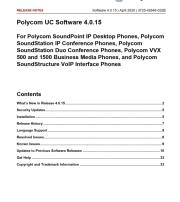
- **Model:** SE-225
- **Product Dimensions:** 13.5 x 10.5 x 4.25 inches
- **Item Weight:** 2.85 pounds
- **Color:** Black
- **Telephone Type:** Corded
- **Power Source:** Corded Electric (AC Adapter)
- **Dialer Type:** Single Keypad
- **Multiline Operation:** Multi-Line Operation (2 lines)
- **Conference Call Capability:** Basic
- **Caller ID:** Yes
- **Speed Dial Memory:** 99 numbers
- **Display:** 32-character LCD

## Warranty and Support

The Polycom SoundPoint Pro SE-225 typically comes with a standard manufacturer's warranty, which covers defects in materials and workmanship for a specified period from the date of purchase. Please refer to the warranty card included with your product for specific terms and conditions.

For technical assistance, troubleshooting beyond this manual, or warranty claims, please contact Polycom customer support or your authorized reseller. Keep your purchase receipt and product serial number readily available when seeking support.

## Related Documents - SE-225

	<p><b>Polycom Desktop Phone Guide: VVX and SoundPoint Series</b></p> <p>A comprehensive guide to Polycom's VVX and SoundPoint series desktop IP phones, detailing features, specifications, and target applications for various business environments.</p>
	<p><b>Polycom SoundPoint IP 450 Phone: Quick User Guide for Basic and Advanced Features</b></p> <p>A quick user guide for the Polycom SoundPoint IP 450 Phone, covering basic call handling, customization, and advanced features like call forwarding and conferencing.</p>
	<p><b>Polycom SoundPoint IP 670 Quick User Guide for 8x8 Virtual Office</b></p> <p>A comprehensive quick user guide for the Polycom SoundPoint IP 670 phone, detailing features for 8x8 Virtual Office, including call handling, directories, voicemail, and customization options.</p>
	<p><b>Polycom Trio 8500 Set Up Guide</b></p> <p>A guide to setting up the Polycom Trio 8500 conference phone, including minimum and optional configurations with PoE and USB connections.</p>
	<p><b>Polycom SoundStation IP 5000 Quick Start Guide - Setup and Operation</b></p> <p>This guide provides essential information for setting up and operating the Polycom SoundStation IP 5000 conference phone, including package contents, connection instructions, startup procedures, keypad layout, device features, and important warranty and safety notices.</p>
	<p><b>Polycom UC Software 4.0.15 Release Notes</b></p> <p>Release notes for Polycom UC Software version 4.0.15, detailing software updates, new features, resolved issues, known issues, installation instructions, and compatibility information for various Polycom IP phones and devices.</p>