![Polycom logo]

POLYCOM®

TOGETHER, GREAT THINGS HAPPEN.

**Polycom® SoundStation®
IP 5000 Phone**

Quick User Guide

BASIC PHONE FEATURES

Placing Calls

Press [icon], enter the phone number, and then press the **Send** soft key.

Answering Calls

Press the **Answer** soft key.

To ignore an incoming call, press the **Reject** soft key.

Ending Calls

During a call, press [icon] or the **End Call** soft key.

Redialing Numbers

To call the last number you dialed, press [REDIAL].

Muting the Microphone

During a call, press [icon]. The console LEDs will glow red.

You can hear all other parties while Mute is enabled. The other parties cannot hear you.

To turn off Mute, press [icon] again.

Holding and Resuming Calls

During a call, press the **Hold** soft key. The console LEDs will blink red.

To resume the call, press the **Resume** soft key.

Transferring Calls

To transfer a call:
1. During a call, press the **Trnsfer** soft key. The active call is placed on hold.
2. Enter the number of the party to which you want to transfer the call, and then press the **Send** soft key.
   To cancel the transfer before the call connects, press the **Cancel** soft key. The original call resumes.
3. When you hear the ring-back sound, or after you speak with the second party, press the **Trnsfer** soft key.

> *You can automatically transfer the call without speaking to the second party. After you complete step 1, press the **Blind** soft key. Then, complete step 2.*

Forwarding Calls

To enable call forwarding:
1. From the idle screen, press the **Forward** soft key.
2. Select the forwarding type you want to enable:
   • **Always**—To forward all incoming calls.
   • **No Answer**—To forward all unanswered incoming calls.
   • **Busy**—To forward calls that arrive when you are already in a call.
3. Enter a number to forward calls to. For No Answer, enter the number of rings before forwarding.
4. Press the **Enable** soft key.

To disable call forwarding:
1. From the idle screen, press the **Forward** soft key.
2. Select the forwarding type you want to disable.
3. Press the **Disable** soft key.

Using Do Not Disturb

To prevent your phone from ringing, enable Do Not Disturb.

Press [MENU], and then select **Features > Do Not Disturb**.

Hosting Conference Calls

You can create a conference with up to two other parties.

To host a conference:

1. Call the first party.
2. After the first party answers, press the **Confrnc** soft key. The active call is placed on hold.
3. Enter the number of the second party, and then press the **Send** soft key.
4. When the second party answers, press the **Confrnc** soft key. All parties are now joined in the conference. You can do the following:
   - To put the conference on hold, press the **Hold** soft key. To resume the conference, press the **Resume** soft key.
   - To end the conference, press the **End Call** soft key. (The other parties will remain connected.)
   - To end the conference and split the conference into two separate calls on hold, press the **Split** soft key.

*If you have an active call and a call on hold, you can create a conference between all three parties by pressing the **Join** soft key.*

Using Call Lists

From the idle display:

- Press ▶ to access the Placed Calls list.
- Press ◀ to access the Received Calls list.
- Press ▼ to access the Missed Calls list.

Select a call from the list. Then, you can do the following:

- To place a call, press the **Dial** soft key.
- To change the phone number before dialing, press the **Edit** soft key.
- To remove the call from the list, press the **Clear** soft key.
- To store the contact in your Contact Directory, press the **Save** soft key.
- To view information about the call, press the **Info** soft key.

CUSTOMIZING YOUR PHONE

Updating Contact Directory

To add a contact:

1. Press [MENU], and then select **Features** > **Contact Directory**.
2. Press the **Add** soft key.

3. Enter the contact information (use ▲ and ▼ to scroll between fields):
   For example, enter the first and last name of the contact, the contact's phone number and the ring type or change the speed dial index number.
4. Press the **Save** soft key.

You can add contacts to your Contact Directory from call lists. See Using Call Lists.

To edit a contact:

1. Press [MENU], and then select **Features** > **Contact Directory**.
2. Scroll to the contact whose information you want to update, and then press the **Edit** soft key.
3. Update the contact information.
4. Press the **Save** soft key.

To search for a contact:

1. Press [MENU], and then select **Features** > **Contact Directory**.
2. Press the **Search** soft key. Then, enter the first few characters of the contact's first or last name, and then press the **Search** soft key again.

Adjusting Speaker and Ringer Volume

To change the speaker volume:

- During a call, press [- ◀ +] (either the volume down or volume up side).

To change the ringer volume:

- When the phone is in the idle state, press [- ◀ +] (either the volume down or volume up side).

You can also prevent your phone from ringing (enable Do Not Disturb—see Using Do Not Disturb).