



Polycom® SoundStation® IP 5000

Quick User Guide

BASIC PHONE FEATURES CUSTOMIZING YOUR PHONE

Applies to phones running SIP 3.2.3 or later.

For detailed information, see the *User Guide for the Polycom SoundStation IP 5000 Phone* available at:

<http://support.polycom.com/voice>




Technical Support Contact
Phone Number: 833-767-8862

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BASIC PHONE FEATURES


Placing Calls

Press , 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  or the **End Call** soft key.

Redialing Numbers

To call the last number you dialed, press .

Muting the Microphone

During a call, press . 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  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 **Transfer** 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 **Transfer** 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 , 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 **Confnc** 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 **Confnc** 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 , 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 , 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 , 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](#)).*



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