

Quick Reference Guide Polycom SoundStation IP 6000





	ltem	Description
1	Select Button SELECT	Allows the user to select a field of displayed data or menu option, or toggle a feature on or off.
2		Allows the user to scroll through displayed information.
3	Volume Buttons	Adjusts the volume of the speaker and ringer.
4	Mute Button	Toggle the microphones off or on.
5	Keypad	Provides the digits, letters and special characters in context-sensitive applications.
6	Redial Button	Dials most recently dialed party.
7	Call Button	Initiates or ends a call.
8	Soft Keys	Labels change automatically to identify their context- sensitive features.
9		Exits the current screen and returns to the previous menu.
10	Menu Button	Access phone features and customization.
11	LCD Screen	Shows information about calls, messages, soft keys, time, date and other relevant data.

Basic Features

To Place a Call:

Either:

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- Press the (C) button or the **New Call** soft key.
- Enter the phone number or extension to dial, and then press the **Send** soft key.
 - -OR-
- From the idle screen, enter the phone number or extension to dial, and then press the **Dial** soft key.

To Place a Call from the Directory:

- Press the MENU button and then select Features → Contact Directory.
- Press the O and O buttons to select the desired entry.
- Press the **Dial** soft key.

To Place a Call from the Speed Dial List:

- Press the button—the Speed Dial Info screen displays
- Either:
 - Press the and buttons to select the desired entry.
 -OR-
 - Type the number of the Speed Dial Index of the contact, if known.
- Press the **Dial** soft key.

To Answer a Call:

Press the () button or the Answer soft key.

To Reject a Call:

• Press the **Reject** soft key—the call will immediately be connected to the voice mail configured for the ringing extension.

To End a Call:

• Press the (C) button or the End Call soft key.

To Redial the Last Call Placed:

• Press the (C) button-a call to the last number dialed is attempted.

To Mute a Call:

• Press the button—the call will be muted and the LCD screen will indicate that the call is muted.

To Place a Call on Hold:

• Press the **Hold** soft key—the call will be placed on Hold, the LCD display on the phone will change to indicate that the call is on Hold, and the hold icon **T** will display for the Line that is on Hold.

To Resume a Call on Hold:

• Press the **Resume** soft key—the call will be resumed.

Basic Features (continued)

To Conference in a Second Party:

- Establish the call with the first party (either by calling the first party or after answering the call from the first party).
- Press the Confrnc soft key.
- Call the second party—wait until the call is answered.
- Press the **Confrnc** soft key—all parties are connected.

To Perform a Blind Transfer:

- Press the Trnsfer soft key.
- Press the **Blind** soft key.
- Dial the extension or phone number of the transfer recipient and then press the **Send** soft key—the call will immediately begin to ring on the recipient phone.

To Perform an Attended Transfer:

- Press the Trnsfer soft key.
- Dial the extension or phone number of the transfer recipient and then press the **Send** soft key—wait for the transfer recipient to answer the call and announce the caller.
- Press the Trnsfer soft key again-the call is connected to the transfer recipient.

To Configure & Enable Always Forward:

- From the idle screen, press the **Forward** soft key.
- Press the and buttons to select Always, and then press the
 button.
- Enter the destination extension or phone number you want to forward all calls to in the **Contact** field, and then press the **Enable** soft key— the status line of the LCD display will begin to scroll and display a message, "Call Forward Enabled" and an animated call forward icon 🎿 will display next to the forwarded line.

To Enable / Disable Do Not Disturb (DND):

- Press the MENU button.
- Select Features **>** Do Not Disturb.
- Press the (SELECT) button —a message "(X) Do Not Disturb" will begin to scroll on the status line of the LCD screen, and a flashing icon X will appear next to the extension to indicate that DND mode is enabled.

To Park a Call:

- During an active call, dial **#72**—the system will respond with a prompt indicating which parking lot number to dial to retrieve the call (780x).
- <u>Listen</u> to the system prompt and <u>remember</u> which parking lot location the active call has been assigned.

To Retrieve a Parked Call:

• Dial the parking lot location (**780x**)—the parked call will be connected with that phone.

Voice Mail Quick Reference

When the phone receives a new voice mail message, a new message icon indicate will appear next to the extension and the phone will play a stutter dial tone to indicate that the phone has new voice mail waiting.

To Listen to Voice Mail:

- Press the **Messages** soft key—a summary screen will indicate how many new messages have been received, and how many old messages are being saved.
- Press the **Connect** soft key—the phone will connect to the voice mail box.

To Access Voice Mail from a Different Internal Phone:

- Dial 7999—the system will prompt for an extension.
- Dial the extension—the system will prompt for a password.
- Dial the password—the system will prompt with the Voice Mail Main Menu.

Voice Mail Main Menu:

2 Change Folders

Options During Playback (any folder):

extension)

5 Repeat Current Message

7 Delete Current Message

9 Save Message in a Folder:

Cancel

Skip Forward 3 Seconds

* Rewind 3 Seconds

message was sent or

3 Hear Message Envelope

* Return to Main Menu

4 Play Previous Message (available only if

multiple messages present in current

6 Play Next Message (available only if

8 Forward Message to Another Mailbox

0 New Messages

1 Old Messages

2 Work Messages

3 Family Messages4 Friends Messages

multiple messages present in current

forwarded from an internal

- 1 New Messages (or if no New Messages, Old Messages)
- 3 Advanced Options 1 Send Reply *(available only if*

folder)

folder)

- 0 New Messages
- 1 Old Messages
- 2 Work Messages
- 3 Family Messages
- 4 Friends Messages
- # Cancel
- 3 Advanced Options (used only during message playback)
 - * Return to Main Menu
- 0 Mailbox Options
 - 1 Record Unavailable Message
 - 2 Record Busy Message
 - 3 Record Name
 - 4 Manage Temporary Greeting 1 Record Temporary Greeting
 - 2 Erase Temporary
 - Greeting (available only
 - if a Temporary Greeting
 - is present)
 - 5 Change Password
 - * Return to Main Menu
- * Help
- # Exit Voice Mail

Options After Recording a Message / Greeting:

- 1 Accept the Message / Greeting
- 2 Listen to the Message / Greeting
- 3 Re-record the Message / Greeting