

# Simplicity VoIP



## 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>

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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](#)).*

