

# Polycom SoundStation IP 6000 Quick Guide



Conference rooms and offices at Penn may be equipped with the Polycom SoundStation IP 6000, a conference speakerphone that allows you to speak naturally from up to 12-feet away. The Polycom 6000 runs over PennNet Phone, ISC's telephone service that uses VoIP (Voice over IP) technology.

## Placing a call

- Press the **Phone icon**, dial the number, then press the **Send softkey** or
- Dial the number first, and then press the **Phone icon** or the **Dial softkey**.

## Answering a call

Press the **Phone icon** or the **Answer softkey**.

## Ending a call

Press the **Phone icon** or press the **EndCall softkey**.

## Placing a call on hold

During a call, press the **Hold softkey**: the LED will blink red to indicate the call is on hold. To return to the call, press the **Resume softkey**.

## Transferring a call

1. During a call, press the **More softkey**, press the **Transfer softkey** (the active call is placed on hold).
2. Dial the party to which you want to transfer the call, press the **Send softkey**. After speaking with the second party, press the **Transfer softkey** to complete the transfer.

To transfer a call without speaking to the second party, press the **Blind softkey**, dial the number, then press the **Send softkey**.

To cancel a transfer, press the **Cancel softkey**. The original call is resumed.

## Initiating three-way conference calls

1. Dial the first party.
2. Press the **Confrnc softkey** to create a new call (the active call is placed on hold).
3. Dial the second party.
4. When the second party answers, press the **Confrnc softkey** again to join all parties in the conference.

To separate or split the conference call into two calls on hold, press the **Split softkey**.

To create a conference call at anytime between an active call and a call that is on hold (on the same line or another line), press the **Join softkey**.

## Activating do not disturb

Press the **Menu icon**, select **Features**, and then press the **Select icon** to toggle Do Not Disturb on and off. A flashing icon and text on the display confirm that Do Not Disturb is enabled. The phone will not ring when Do Not Disturb is turned on. Press the **Menu icon** to return to the idle display.

## Using call history directories

Press the **Menu icon**, select **Features > Call Lists > Missed, Received, or Placed Calls**, as desired. Information on respective calls will be displayed. Choose the appropriate softkey:

- **Edit** to amend the contact number before dialing.
- **Dial** to place the call.
- **Info** to view detailed call information.
- **Save** to store the contact to the Contact Directory.
- **Clear** to delete the call from the list.
- **Exit** to return to the idle display.

## Changing ring types

To change the incoming ring tone for the phone:

1. Press the **Menu icon**, select **Settings > Basic > Ring Type**.
2. Using the **scrolling icons**, highlight the desired ring type. Press the **Play softkey** to hear the selected ring type.
3. Press the **Select icon** to change to the selected ring type.

Press the **Exit icon** to back out to the idle display.

If you select Silent ring, press the **Line key** or the **Answer softkey** to answer incoming calls.

## LED indicators

The LEDs located on the top of the phone indicate the current call status:

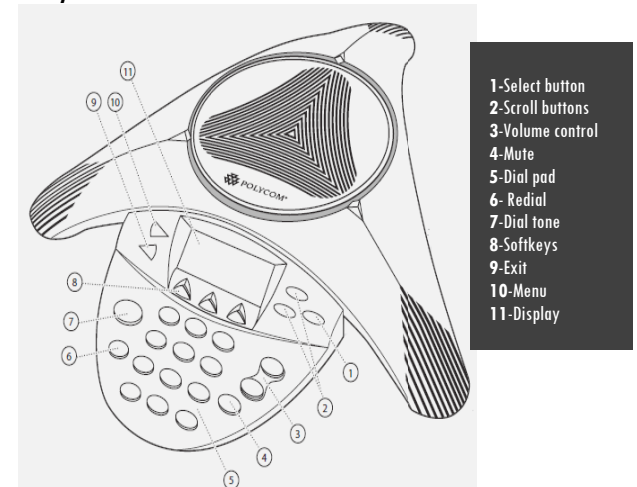
- **Green** - Your call is in progress.
- **Flashing green** - A call is incoming.
- **Blinking green** - Your call is held by the other party.
- **Red** - Your call is muted.
- **Blinking red** - You have placed the call on hold.

## Power cycling or rebooting

When power is lost, the phone will automatically perform a soft reboot (power cycle or reboot itself to restore system settings). To perform a hard reboot (manually reboot the phone):

1. Unplug the Ethernet cable and the electrical cord.
2. Plug back in the electrical cord and wait until the phone screen displays "waiting for network to initialize," then plug back in the Ethernet cable.
3. The reboot takes about 2 minutes. You will hear a confirmation chime when the set is back online.

## Keys



## Getting help

To report repairs or problems with your Polycom SoundStation phone, contact your Local Support Provider: <http://www.upenn.edu/computing/view/support/>.