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Polycom® SoundStation® IP 5000 Phone When Operating with an NEC UNIVERGE® Switch

Quick User Guide

BASIC PHONE FEATURES CUSTOMIZING YOUR PHONE

Applies to phones running SIP 3.2.0 or later.

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

www.necunified.com


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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. After you speak with the second party, press the **Transfer** soft key.

Blind and Split transfer is not supported.


Forwarding Calls

This must be programmed by the system administrator and configured for the switch to which you are connected.

When connected to a NEC UNIVERGE switch, settings from the SoundStation IP 5000 are not supported.

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

The SoundStation IP 5000 conference button is not supported when connecting to a NEC UNIVERGE switch. Dial directly into a conference bridge in order to attend a conference call.

*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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