



## Polycom® SoundStation® IP 6000

### Quick User Guide

#### Basic Phone Features Customizing Your Phone

Applies to phones running SIP 3.0.2 or later.


For detailed information, see the *User Guide for the SoundStation IP 6000 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.

*To prevent your phone from ringing, enable **Do Not Disturb**. See [Using Do Not Disturb](#).*


### Ending Calls

During a call, press  or the **End Call** soft key.

### Muting the Microphone

During a call, press . If you use external microphones, you can also press  on the microphones. 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.

### Redialing Numbers

To call the last number you dialed, press .

## 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.

## 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.*

## Speed Dialing


### To place a call using a speed dial index number:

1. Press .
2. Enter the contact's speed dial index number. Or, if you do not know the index number, scroll to the contact and press the **Dial** soft key.

*To change speed dial index numbers, see [Updating Contact Directory](#).*

## Using Do Not Disturb

To prevent your phone from ringing, press


, and then select **Features > Do Not Disturb**.

To toggle Do Not Disturb on and off, press

.

## Using Call Lists


To use a missed calls, received calls, or placed calls list:

1. Press , and then select **Features > Call Lists > Missed Calls, Received Calls, or Placed Calls**.
2. Select a call from the list. 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.

## Accessing Voice Mail\*

An icon on the phone screen, the three LEDs flashing red, and a stutter dial tone may indicate new voice mail messages.

To listen to voice mail messages:


1. Press , and then select **Features > Messages > Message Center**.
2. Press the **Connect** soft key, and then follow the voice or visual prompts on the screen.

\*.Voice mail is an optional feature that your system administrator sets up. Options may vary.

## 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 the **Next** and **Prev** soft keys to scroll between fields):
  - (Optional.) Enter the first and last name of the contact.
  - (Required.) Enter the contact's phone number.
  - (Optional.) Change the speed dial index number. The contact is automatically assigned the next available number.
  - (Optional.) Set the ring type (see **Updating Ring Tones**).
  - (Optional.) Enter a Divert Contact. This is the third party to which you want this contact's calls sent.
  - (Optional.) Use the scroll keys to enable or disable the Auto Reject and Auto Divert fields.
    - If you enable the Auto Reject field, each time the contact calls, the call will be diverted to your voice mail system. (If you do not have voice mail and you enable this setting, your phone will still ring.)
    - If you enable the Auto Divert field, each time the contact calls, the call will be directed to the third party you specified in the Divert Contact field.
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. For information on the fields you can update, see step 3 in the previous section.
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.


### Updating Ring Tones

You can change the ring tone on your phone. You can also set distinctive ring tones for contacts in your Contact Directory.


To change the incoming ring tone:

1. Press , and then select **Settings > Basic > Ring Type**.
2. Scroll to the ring type you want. To hear the ring type before you select it, press the **Play** soft key. To select the ring type, press .

To set a ring tone for a contact:†



1. Press , and then select **Features > Contact Directory**.
2. Scroll to the contact.
3. Press the **Edit** soft key, and then use the **Next** soft key to scroll to **Ring Type**.

†.Your company's settings may override this feature. For more information, contact your system administrator.



4. Enter a number that corresponds to one of the ring types available. (To exit the screen and find the number associated with a ring type, press  twice, and then select **Settings > Basic > Ring Type**.)
5. Press the **Save** soft key.

### Adjusting Speaker and Ringer Volume

To change the speaker volume:

- During a call, press  or .

To change the ringer volume:

- When the phone is in the idle state, press  or .

*You can also prevent your phone from ringing (see **Using Do Not Disturb**), or you can choose a silent ring for your phone (see **Updating Ring Tones**).*