POLYCOM®

8x8, Inc.

▶ User Guide for the
Polycom® SoundStation® IP 7000
Phone for 8x8 Virtual Office

About This Guide

Thank you for choosing the Polycom® SoundStation® IP 7000 conference phone. This phone provides multi-person audio conferencing capabilities for medium to large conference rooms within a Session Initiation Protocol (SIP) internet telephony system.

This guide provides everything you need to quickly use your new phone. Verify with your system administrator that the network is prepared for configuring the phone. Also, read the Parts List and the Safety and Compliance section in this guide before you set up and use the phone.

This guide includes regulatory compliance information that your system administrator should review. You can also view this guide at http://www.8x8.com/Support.aspx.

Contents

1

Getting Started with Your Phone

This chapter provides basic installation instructions and information for obtaining the best performance from your SoundStation IP 7000 conference phone.

The phone is a next-generation phone with a modern industrial design, and the latest advancements in Polycom voice technology.

Some of the key features of the phone include:

- Excellent wideband audio performance
- A console microphone with a range of up to twenty feet
- Expansion microphones to accommodate large room sizes
- International language support
- Corporate Directory support

This chapter includes the following topics:

- Parts List on page 1-2
- Installing the Phone on page 1-2
- Registering the Phone on page 1-4
- Features of the Phone on page 1-5
- Understanding Line and Call Icons on page 1-8
- Navigating Menus and Entering Data on page 1-10

To read about how to change the settings on your phone, see Chapter 2, Customizing Your Phone. To read about the phone's features, see Chapter 3, Using the Features of Your Phone.

If you require additional information or assistance with your new phone, see your system administrator.

Parts List

The following items are included in your basic SoundStation IP 7000 package:

- SoundStation IP 7000 Conference Phone
- 25-foot Network Cable
- Quick Start Guide
- AC Power Kit with:
  — Power Adapter
  — Regional Power Cord
- Power Insertion Cable

Make sure your phone package contains each item. If any item is missing, see your system administrator.

SoundStation IP 7000 Conference Phone   25-foot Network Cable
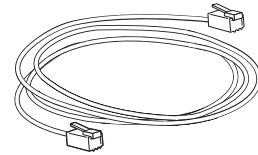
Quick Start Guide

Optional Accessories

The following items are optional accessories for your phone:

- External Microphone Kit with two extension microphones

Installing the Phone

This section describes how to install your phone. It includes the following topics:

- Connecting Network and Power Sources on page 1-3.
- Connecting Optional Extension Microphones on page 1-4.

Connecting Network and Power Sources

There are two ways to connect your phone to the network and a power source. Your system administrator can tell you which of the following methods best suits your teleconferencing needs:

- Power over Ethernet (PoE)

- AC Power

Power over Ethernet

Power over Ethernet is the default connection for your phone.

Note   AC power adapters are not included in the PoE package. If you require one, see your system administrator.

To connect the phone using a PoE source:

1. Connect one end of the 25-foot Network Cable to the LAN jack on the phone.

2. Connect the other end of the 25-foot Network Cable to an available LAN port on the wall or hub/switch device port.

AC Power

To connect your phone to the network using AC power, make sure you have the optional AC Power Kit. The AC Power Kit contains a Power Adapter, Regional Power Cord, and a Power Insertion Cable.

To connect the phone using AC power:

1. Connect one end of the 25-foot Network Cable to the LAN jack on the phone.

2. Connect the other end of the 25-foot Network Cable to the Power Insertion Cable.

3. Connect the Power Insertion Cable to an available LAN port on the wall or hub/switch device port.

4. Connect the Power Adapter to the Power Insertion Cable.

5. Connect the Power Adapter (with the attached Regional Power Cord) to the wall outlet.

Connecting Optional Extension Microphones

To connect extension microphones to your phone, make sure you have the optional External Microphone Kit. The External Microphone Kit contains two extension microphones.

Connect the free end of the optional extension microphone cable to one of the microphone connectors on the phone.

Registering the Phone

Generally, your phone will be deployed with multiple other phones. In this case, your system administrator will configure the phone parameters beforehand, so that after you set up your phone, the phone will be registered and ready to use.

If your phone is not part of a large phone deployment, your phone may not be registered after you set it up. Before you use your phone, you or your system administrator will have to register it.

For detailed information on how to register your phone after you install it, see *Quick Tip 44011: Register Standalone SoundPoint IP, SoundStation IP, and Polycom VVX 1500 Phones*, available at http://www.polycom.com/usa/en/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html

Before You Use Your Phone

Note	Since you can customize your phone in many different ways, and your system administrator can enable and disable certain features, the user interface that displays on your phone may differ from the figures that appear in this guide.

Before you use your phone, familiarize yourself with the phone's features, the icons that display on the screen, and how to navigate menus and enter data.

Features of the Phone

The following figure shows the primary hardware features of your phone console.

	Feature	Description
1	Speaker	Allows for ringer and hands-free audio output.
2	Microphones	Provide 360º coverage by three internal microphones.
3	LED Indicators	Indicate phone and call status through three bi-color LEDs. The LEDs illuminate to indicate the following normal operational states: • Solid red—A muted call • Flashing red—A call is on hold • Solid green—A dial-tone is available, dialing is in-progress, or a call is in-progress • Flashing green—An incoming call

The following figure shows the primary key buttons, controls, and indicators on your phone console:

	Item	Description
1	LCD graphic display	Shows the time and date, menus, and soft keys, as well as information about calls, messages, and features. The information display line (the line that displays the directory number) also displays icons and text, such as: • Popup text (like network error messages) • Do Not Disturb text/icon (e.g., "Do Not Disturb") • Call forwarding text/icon (e.g., "Call Forward Enabled") • Missed call text (like "4 new missed calls") • Presence text (like "Busy") • Prompt text (like "Enter URL") • Time and date text If there are multiple items to display, the items will display in a scrolling fashion.
2	Soft keys 	Select specific context-sensitive functions that display on the screen above each soft key.
3	Scroll keys 	Allow you to: • Scroll through displayed information • Enable or disable fields • View the Speed Dial Info list (Up scroll key) • View the Received Calls list (Left scroll key) • View the Placed Calls list (Right scroll key) • View the Missed Calls list (Down scroll key)
4	End Call key 	Ends a call.
5	Select key 	Allows you to: • Select a field of displayed data • Enable or disable fields
6	Volume keys 	Adjust the volume of the speaker and the ringer.

	Item	Description
7	Mute key	Stops local audio from being heard at the far end of the call.
8	Dial pad keys	Contain 10 digits, 26 alphabetic characters, and other special characters available in context-sensitive applications.
9	Redial key	Places a call to the most recently dialed person.
10	Conference key	Allows you to set up local audio conferences.
11	Menu key	Allows you to access additional features and configuration settings.
12	Make Call key	Initiates a call.

Understanding Line and Call Icons

Icon	Line or Call State	Description
	Active call using Polycom® HD Voice™ technology	A call is in progress using Polycom HD Voice. The active call icons merge into one icon on the phone screen. The following figure shows what displays on the screen during an active call:
	Active call not using Polycom HD Voice	A call is in progress that does not use Polycom HD Voice.
	Audio-only call	An audio-only call is either active or on hold, or the phone is placing a call.
	Conference	A conference is in progress. See Hosting Local Conference Calls on page 3-7.

Icon	Line or Call State	Description
◀▥	Dialing	The phone is dialing a number.
✕	Do Not Disturb	You have enabled the Do Not Disturb feature on your phone. Your phone will not ring. See Using Do Not Disturb on page 3-19.
↘	Forwarding	You have enabled the forwarding feature on your phone. See Forwarding Calls on page 3-16.
♠	Hold	A call or conference is on hold. See Holding and Resuming Calls on page 3-6 and Holding and Resuming Conferences on page 3-12.
♠	Registered line	The phone can place and receive calls.
♠	Registered shared line	The phone, which shares a directory number with another phone, can place and receive calls.
⌐ ◢	Ringing	The phone is ringing.
⌂	Unregistered Line	The phone is unable to place and receive calls.
✉	Voice mail message	You have a new voice mail message. See Using Voice Mail on page 3-22.

Navigating Menus and Entering Data

To navigate menus and enter data, follow these tips:

<table>
<tr><td>**Note**</td><td>After 20 seconds of inactivity, the menu system automatically exits to the idle screen unless an edit session is in progress.</td></tr>
</table>

If you want to...	Then do this...
Enter the main menu	Press ▤.
Exit the main menu and return to the idle screen	Press ▤.
Exit the Main Menu or Directories menu	Press the **Exit** soft key.
Return to the previous menu	Press the **Back** soft key.
Cancel the current task or edit session	Press the **Cancel** soft key.
Scroll through lists	Press ⬇ or ⬆. When lists appear on more than one page, press the * key to Page Up, or press the # key to Page Down.
Select a menu item	Do one of the following: • Scroll to the menu item, and then press ⊙. • Scroll to the menu item, and then press the **Select** soft key. • Press the dial pad key that corresponds to the item in the numbered menu list. For example, to select the second item in a menu, press **2**.
Enter text	Press the dial pad keys one or more times. For example, to enter 'A,' press **2**. To enter 'C,' press **222**.
Enter numbers, uppercase characters, or lowercase characters	Press the **1/A/a** soft key one or more times to select numerical, uppercase, or lowercase mode, and then press the dial pad keys one or more times.
Enter special characters	Do the following: • Press the ***** and **#** keys one or more times. • Press the **1/A/a** soft key to select uppercase or lowercase mode, and then press the **1** or **0** keys one or more times.

If you want to...	Then do this...
Enter text in a specific language	Press the **Encoding** soft key. When in text entry mode, the language the text will display in appears at the top of the screen.
Enter special characters	• In text-entry mode, press the 1/A/a soft key to select A/Ascii or a/Asciii mode, and then press **1** or **0** one or more times. or • To enter other special characters, press ***** one or more times.
Enter a space	Press the **0** key three times quickly.
Delete text you entered	Press the **<<** soft key.
View additional soft keys	Press the **More** soft key.
Enable or disable fields	Press the **Right** or **Left** scroll key: and .

2

Customizing Your Phone

You can customize your SoundStation IP 7000 conference phone by adjusting certain settings, including language, volume, time and date, display contrast, backlight intensity, and ring type. You can also add contacts to the phone's local Contact Directory.

This chapter shows you how to customize your phone. It includes the following topics:

- Configuring Basic Settings on page 2-2
- Adjusting the Speaker and Ringer Volume on page 2-14
- Using Call Lists on page 2-14
- Managing Contacts on page 2-17
- Managing Incoming Calls on page 2-29

Some customizations, including shared lines and viewing a Corporate Directory, must be set up by your system administrator.

To learn about your phone's features, see Chapter 3, Using the Features of Your Phone.

For more information or assistance with your new phone, see your system administrator.

Configuring Basic Settings

To configure basic phone settings, press [≡], and then select
Settings > **Basic** to view the basic phone settings you can customize.

This section includes the following topics:

- Updating Preferences

- Updating the Display Contrast

- Updating the Backlight Intensity

- Updating the Ring Tone

- Updating Audio Quality and Capabilities

Updating Preferences

The Preferences menu allows you to customize the language that displays on
your phone and to specify how the time and date display on the idle screen.
You can also enable your phone to save Corporate Directory search results, if
Corporate Directory is set up on your phone (see Searching for Contacts in
Your Corporate Directory on page 2-24).

Updating the Language

The phone supports many languages. English (Internal) is the default
language that displays.

To change the language:

1. Press [≡], and then select **Settings** > **Basic** > **Preferences** > **Language**.

   The Language screen displays.

2. Scroll to the language you want, and then press the **Select** soft key.

   The text on the screen changes to the language that you selected.

3. Press ▤ to return to the idle screen.

The time and date appear on the idle screen of your phone. If the phone cannot obtain a time and date, the display will flash. If this happens, or if the time or date is incorrect, see your system administrator.

You can select from various formats for the time and date display, including whether the time or date displays first (clock order). You can also turn the time and date display off, so the time and date does not display on the idle screen. Select and set options that are right for you.

The following figure shows the default format for the date and time display on the phone screen.

To update the time and date display:

1. Press ▤ , and then select **Settings** > **Basic** > **Preferences** > **Time and Date**.

The Time and Date screen displays.

2. Do one of the following:

— To change the date format, press the **Select** soft key.

or

— To change the time format, scroll to **Clock Time**, and then press the **Select** soft key.

The Clock Date screen or the Clock Time screen displays.

or
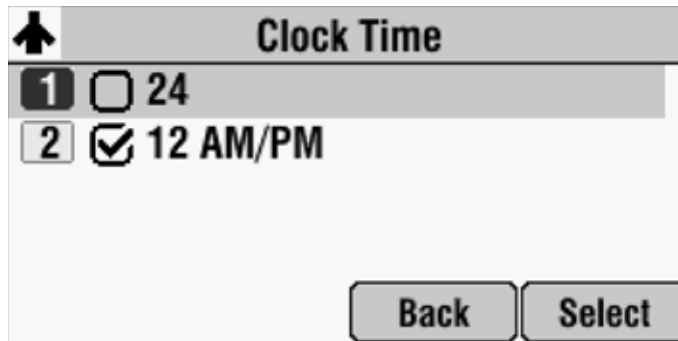
3. Scroll to the date or time format you want, and then press the **Select** soft key.

4. Press ☰ to return to the idle screen.

To enable or disable the time and date display:

1. Press ▤ , and then select **Settings** > **Basic** > **Preferences** > **Time and Date**.

   The Time and Date screen displays.

2. Do one of the following:

   — To disable the time and date display, scroll to **Disable**.

   or

   — To enable the time and date display, you do not have to highlight an item. Enable is already highlighted. Go to step 3.
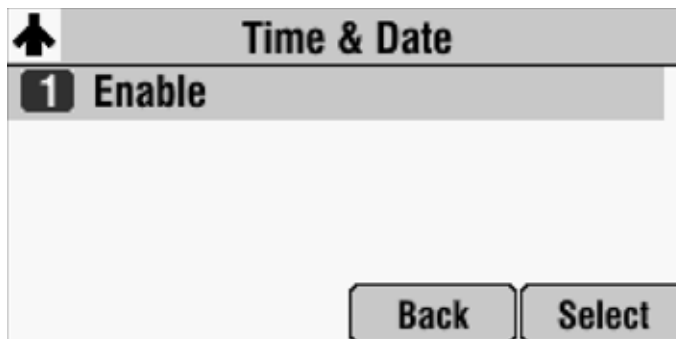
3. Press the **Select** soft key.

4. Press ▤ to return to the idle screen.

Updating the Display Contrast

You can set how light or dark the screen appears.

To adjust the contrast on the phone screen:

1. Press ⊞, and then select **Settings** > **Basic** > **Contrast**.

   The Contrast screen displays.
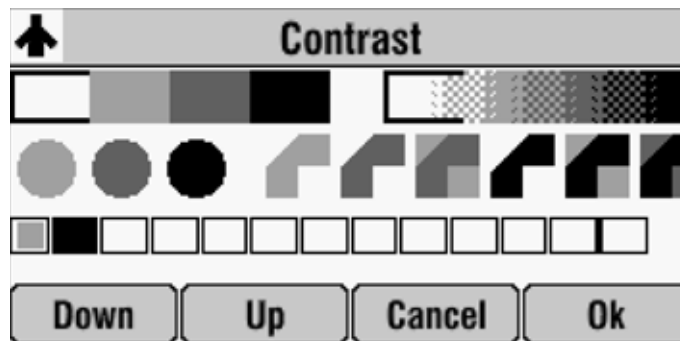
2. Press the **Up** or **Down** soft keys to increase or decrease the display contrast.

3. Press the **Ok** soft key.

4. Press ⊞ to return to the idle screen.

Updating the Backlight Intensity

Backlight intensity on the phone has three components:

- Backlight On
- Backlight Idle
- Maximum Intensity

You can modify the Backlight On intensity and the Backlight Idle intensity separately. You can select high, medium, low, and off levels for both.

When you modify the Maximum Intensity, you modify the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the low, medium, and high levels for both Backlight On and Backlight Idle intensities decrease.

The Backlight On intensity applies to the following events:

- Any key press
- Incoming calls
- Ending a call, holding a call, resuming a call by the other party

- A voice message received

If you do not press any keys on the phone, after 20 seconds of the backlight turning on, the backlight dims (or changes) to medium in the following cases:

- A call is in progress

- A call is on hold

- There is an incoming call (ringing)

- There is an outgoing call (ringing back)

- Any menu shows on the display

In all other cases, the Backlight Idle intensity applies.

To change the backlight intensity:

1. Press ▤ , and then select **Settings** > **Basic** > **Backlight Intensity**.

   The Backlight Intensity screen displays.

2. Select **Backlight On Intensity**.

   The Backlight On Intensity screen displays.

3. Scroll to the intensity you want, and then press the **Select** soft key. The default Backlight On Intensity is High.

4. If you selected a new intensity, press the **Save** soft key. If you did not select a new intensity, press the **Back** soft key.

5. Select **Backlight Idle Intensity**.

   The Backlight Idle Intensity screen displays.

6. Scroll to the intensity you want, and then press the **Select** soft key. The default Backlight Idle Intensity is Low.

7. If you selected a new intensity, press the **Save** soft key. If you did not select a new intensity, press the **Back** soft key.

8. Select **Maximum Intensity**.

   The Maximum Intensity screen displays.
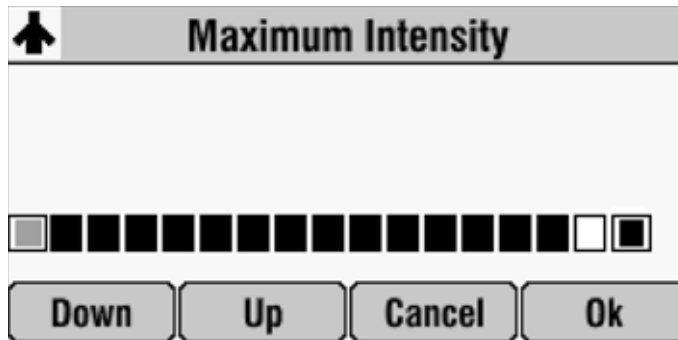
9. Press the **Up** or **Down** soft keys to increase or decrease the maximum intensity the screen can display.

10. If you selected a new intensity, press the **Ok** soft key. If you did not select a new intensity, press the **Cancel** soft key.

11. Press [icon] to return to the idle screen.

Updating the Ring Tone

You can select from many different ring tones to distinguish your phone from your neighbor's. You can also set distinctive ring tones for contacts in your local directory so you can identify callers when your phone rings.

Selecting a Ring Tone

You can choose a unique ring tone for your phone to identify it when it rings.

To select a different ring tone:

1. Press 〔☰〕, and then select **Settings** > **Basic** > **Ring Type**.

    The Ring Type screen displays.

2. Scroll to the ring type you want. To hear the ring type before you select it, press the **Play** soft key. The default ring type is Low Trill.

3. To select the ring type, press the **Select** soft key.

4. Press 〔☰〕 to return to the idle screen.

Setting Distinctive Ring Tones for Contacts

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

You can set a distinctive ring tone for each contact in your Contact Directory so you can distinguish callers.

To set a distinctive ring tone for a local contact:

1. Press ▤ , and then select **Features** > **Contact Directory**.

    The Directory screen displays.
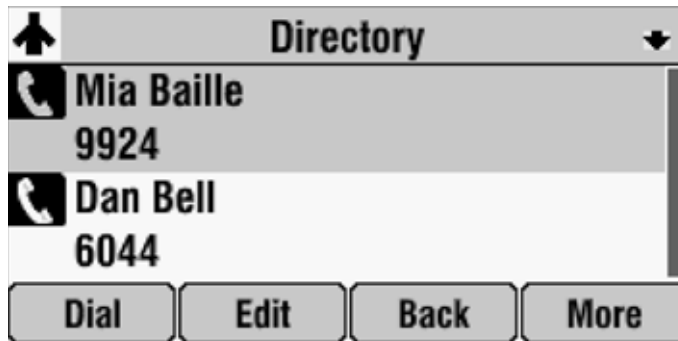
2. Scroll to the contact for whom you want to assign a distinctive ring tone.

3. Press the **Edit** soft key.

    The Edit Contact screen displays.
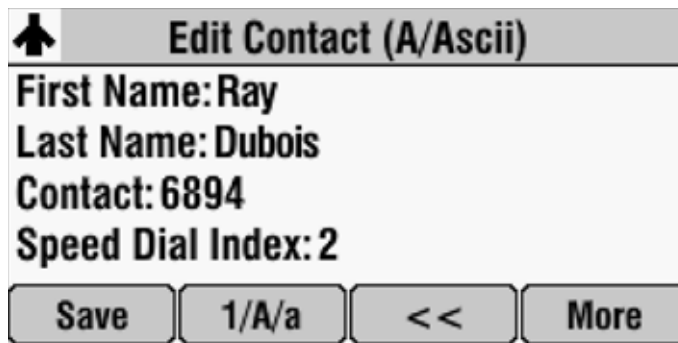
4. From the Edit Contact screen, scroll to **Ring Type**, and then enter a number corresponding to one of the ring types available.

    If a ring type is already assigned to the contact, but you want to change it, press the << soft key to delete the existing ring type. Then, enter a number corresponding to one of the ring types available.

Note   To exit this screen and determine the number associated with a ring type, press the **Menu** key twice, and then select **Settings** > **Basic** > **Ring Type**. Each ring type has a number associated with it.

5. Press the **Save** soft key.

6. Press ▤ to return to the idle screen.

Updating Audio Quality and Capabilities

You can adjust the audio quality of your phone, and enable auxiliary audio components, such as wireless (lapel) microphones, speakers, recording devices, and computers that you connect to the Multi-Interface Module.

Updating the Sound Quality of Your Phone

You can adjust the sound quality of your phone by changing the treble or bass control.

To adjust the sound quality of your phone:

1. Press [≡], and then select **Settings** > **Basic** > **Audio** > **Bass and Treble**.

   The Bass and Treble screen displays.
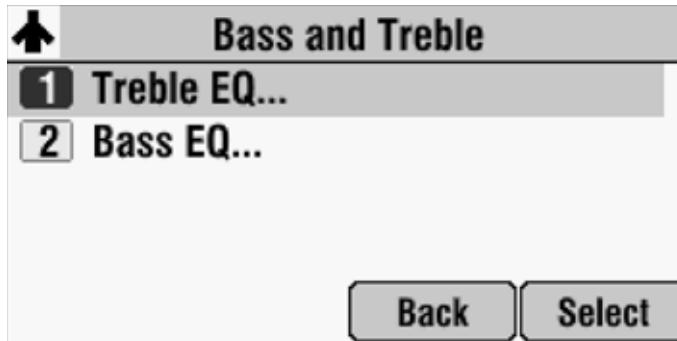
2. Do one of the following:

   — To adjust the treble control, scroll to **Treble EQ**, and then press **Select**.

   The Treble EQ screen displays.
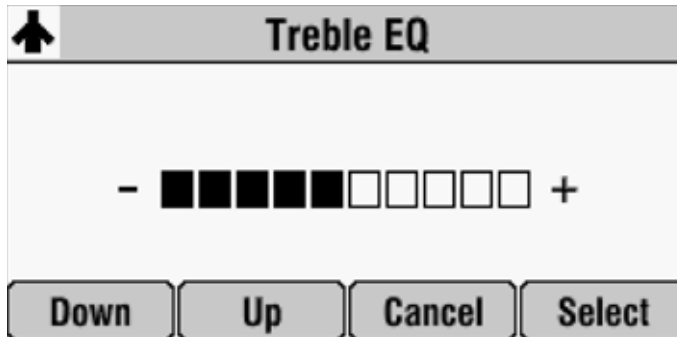
   or

— To adjust the bass control, scroll to **Bass EQ**, and then press **Select**.

The Bass EQ screen displays.
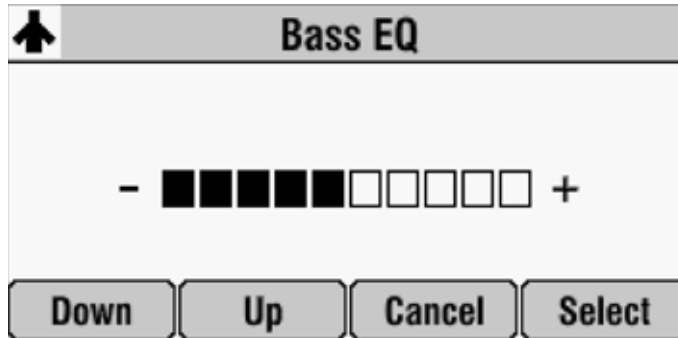
3. Press the **Up** or **Down** soft keys to adjust the treble or bass EQ, and then press Select.

4. Press ☰ to return to the idle screen.

Enabling Auxiliary Audio Components

Before you can use the auxiliary audio components that you connect to the Multi-Interface Module (wireless microphones, speakers, as well as recording -devices and computers to record phone calls), you must enable them. You enable the components from the Auxiliary Audio menu.

Note	You do not have to enable audio from a mobile phone or from a computer calling application. This audio is automatically enabled when you connect the Mobile Phone Cable or the Computer Calling Cable to the 2.5mm audio connector on your conference phone.

For information on connecting auxiliary audio components to the conference phone or Multi-Interface Module, see the *Setup Guide for the Polycom SoundStation IP 7000 Phone*, available at www.polycom.com/voicedocumentation.

To enable or disable wireless (lapel) microphones:

1. Press ☰ , and then select **Settings** > **Basic** > **Audio** > **Auxiliary Audio** > **Aux Audio In**.

   The Aux Audio In screen displays.
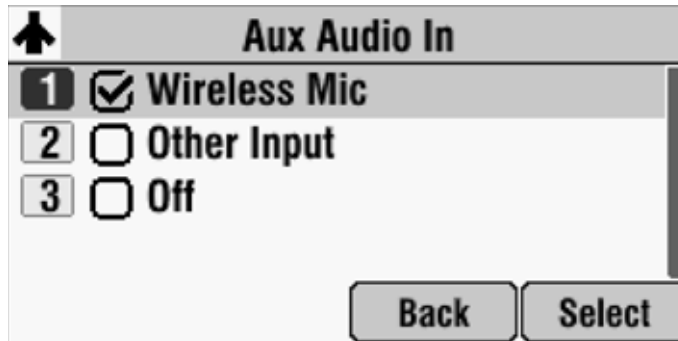
2. Do one of the following:

   — To enable a wireless (lapel) microphone, scroll to **Wireless Mic**, and then press **Select**.

   — To disable wireless microphones, scroll to **Off**, and then press **Select**.

3. Press ☰ to return to the idle screen.

To enable or disable speakers, as well as recording devices and computers:

1. Press ☰ , and then select **Settings** > **Basic** > **Audio** > **Auxiliary Audio** > **Aux Audio Out**.

   The Aux Audio Out screen displays.
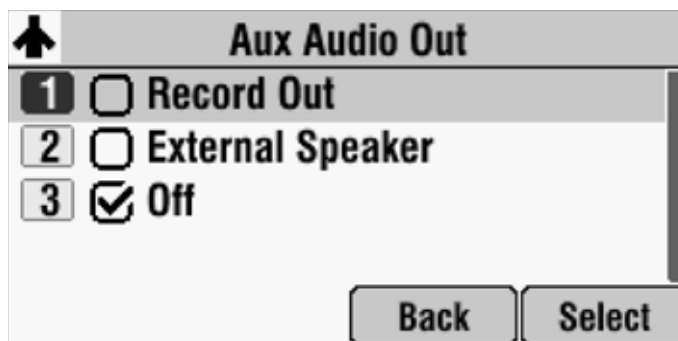
2. Do one of the following:

   — To enable recording devices or computers to record phone calls, scroll to **Record Out**, and then press **Select**.

   — To enable external speakers, scroll to **External Speaker**, and then press **Select**.

— To disable speakers, and to prevent recording devices and computers from recording phone calls, scroll to **Off**, and then press **Select**.

3. Press ▤ to return to the idle screen.

Adjusting the Speaker and Ringer Volume

To adjust the speaker volume:

>> During a call, press ◀ or ◀ to adjust the volume up or down.

To adjust the ringer volume:

>> When the phone is in the idle state, press ◀ or ◀ to adjust the ringer volume up or down.

Using Call Lists

Your phone maintains lists of missed, received and placed calls. Each list can hold up to 100 entries.

If you miss a call, the idle screen will display a message indicating the number of missed calls you have. To view information about the missed call, view your Missed Calls list (see Viewing Call Lists on page 2-15). After you view the Missed Calls list, the message on the idle screen is removed.

The following figure shows what the idle screen looks like when you miss a call.
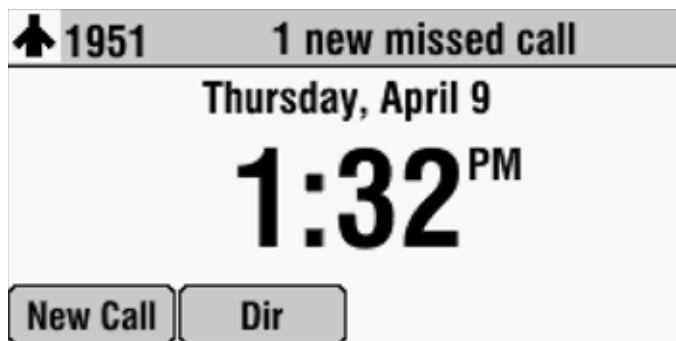
Viewing Call Lists

You can access any call list from the Call Lists menu, or you can quickly access missed calls from the idle screen.

To view a call list:

>> Do one of the following:

— Press ▦ , and then select **Features** > **Call Lists** > **Missed Calls**, **Received Calls,** or **Placed Calls**.

or

— Press the **Dir** soft key, and then select **Call Lists** > **Missed Calls, Received Calls**, or **Placed Calls**.

or

— To quickly view the placed calls list, press the **Right** scroll key.

— To quickly view the missed calls list, press the **Down** scroll key.

— To quickly view the received calls list, press the **Left** scroll key..

Managing Call Lists

You can clear all the records in a call list, or just one record. You can also choose a record in a list and return the call, store the call details in your local Contact Directory, or view detailed information about the particular call.

To manage a call list:

1. Press the **Dir** soft key, and then select **Call Lists**.

   The Call Lists screen displays.

2. Do one of the following:

— To clear the records in a call list, select **Clear**, and then scroll to either **Missed Calls**, **Received Calls** or **Placed Calls**. Then, press **Select**.

The following figure shows the message that displays when you clear a Missed Calls list.
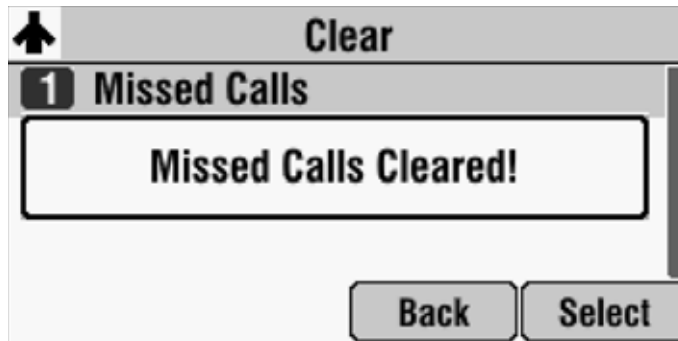
or

— To view and manage a call list, scroll to either **Missed Calls**, **Received Calls**, or **Placed Calls**, and then press **Select**. The call list information displays.

To manage your call list (press the **More** soft key to view all these options):

— To return the call, press the **Dial** soft key.

— To edit the phone number (if necessary) before you dial the number or store the call details in your Contact Directory, 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, such as the phone number, the time and duration of the call, and the name of the caller, press the **Info** soft key.

3. Press ☰ to return to the idle screen.

Managing Contacts

You can store a large number of contacts in your phone's local Contact Directory. Contact your system administrator for the exact number.

You can dial and search for contacts in this directory. You may be able to add, edit, and delete contacts. Contact your system administrator to see if you have read-only access to your local Contact Directory, or if you can update it.

If your system administrator sets up Corporate Directory on your phone, you may also have read access to portions of your Corporate Directory. Your system administrator determines which contacts you can see. You can search for contacts in the Corporate Directory, and add contacts from the Corporate Directory to your local Contact Directory. For more information, see Searching for Contacts in Your Corporate Directory on page 2-24 and Adding Contacts to Your Contact Directory from a Corporate Directory on page 2-22.

Note	You cannot update the contacts in your Corporate Directory. You can only search for and dial contacts, and add contacts from your Corporate Directory to your local Contact Directory.

Viewing Your Local Contact Directory

To view your local Contact Directory:

>> Press ⊞ , and then select **Features** > **Contact Directory**.

or

>> Press the **Dir** soft key, and then select **Contact Directory**.

The Directory screen displays, listing all the contacts in your directory.
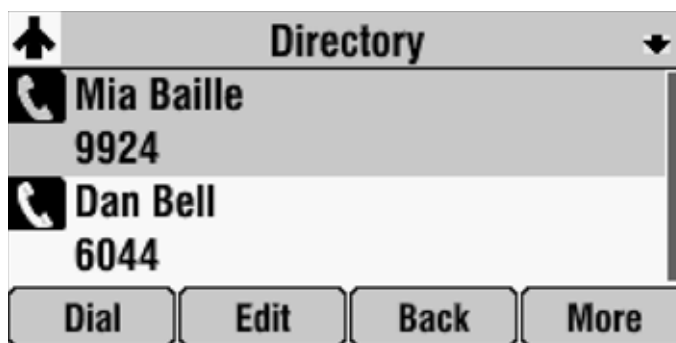
Scroll to view all your contacts. You can use the # key to Page Down, and the * key to Page Up.

Accessing Your Corporate Directory

When you access Corporate Directory, a search screen displays so you can search for a specific contact. You can perform a quick search or an advanced search.

Note
Each time you access Corporate Directory, the search screen displays, unless you enable your phone to remember the last search you performed or the last person you selected. To enable this feature, see Enabling Your Phone to Save Corporate Directory Search Results on page 2-18.

To access your Corporate Directory:

1. Do one of the following:

   — Press [≔], and then select **Features** > **Corporate Directory**.

   or

   — Press the **Dir** soft key, and then select **Corporate Directory**.

   The Corporate Directory search screen displays.

Note
If you have enabled your phone to save the results of your last search (or remember the last contact you selected), your previous search results (or the contact), will display instead of a blank search screen. To enable this feature, see Enabling Your Phone to Save Corporate Directory Search Results on page 2-18.

2. Search for the contact. (See Searching for Contacts in Your Corporate Directory on page 2-24.)

Enabling Your Phone to Save Corporate Directory Search Results

You can enable your phone to save Corporate Directory search results, and to remember the last person you viewed in the directory. Whenever you re-display Corporate Directory, the results of your last search, or the last

person you selected, will display. If you don't enable your phone to save search results, each time you access Corporate Directory, a blank search screen will display.

To enable your phone to save Corporate Directory search results:

1. Press ☰ , and then select **Settings** > **Basic** > **Preferences** > **Corporate Directory** > **View Persistency**.

2. Scroll to **Enabled**, and then press the **Select** soft key.

3. Press the **Back** soft key.

4. Press ☰ to return to the idle screen.

Adding Contacts to Your Local Contact Directory

You can add contacts to your local Contact Directory in the following ways:

- Manually (if you have permission to update your local Contact Directory)

- From a call list

- From a Corporate Directory (if this is set up on your phone)

| Note | You cannot update a Corporate Directory from your phone. |

Adding Contacts Manually

You can update your local Contact Directory manually, instead of importing contact information from a call list or a Corporate Directory.
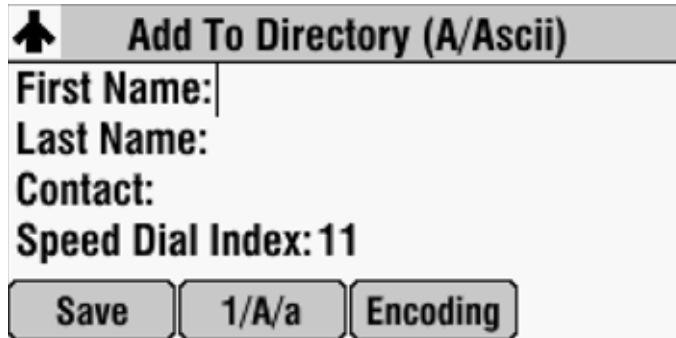
To add a contact manually:

1. Press the **Dir** soft key, and then select **Contact Directory**.

   The Directory screen displays.
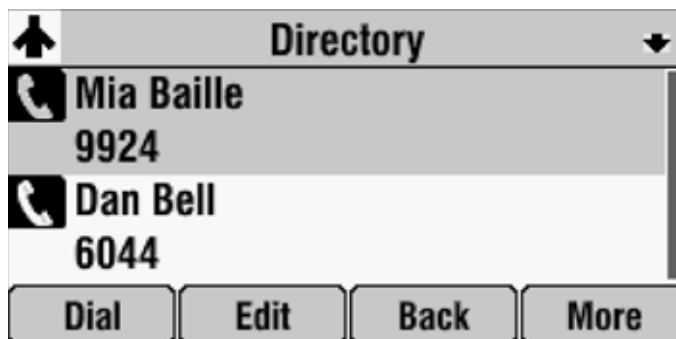
2. To add a contact to your phone's database, press the **Add** soft key.

The Add To Directory screen displays.

Add To Directory (A/Ascii)
First Name:
Last Name:
Contact:
Speed Dial Index: 11

    Save   1/A/a   Encoding

3. Enter the contact information. To move between fields, use the **Next** and **Prev** soft keys. Enter the following information:

<table>
<tr><td>Note</td><td>Your phone may not display all the following fields. For more information, see your system administrator.</td></tr>
</table>

— (Optional.) Enter the First Name and Last Name of the contact. (To enter the contact's name, see Navigating Menus and Entering Data on page 1-10.)

You can enter a maximum of 32 characters.

— (Required.) Enter the Contact phone number.

You can enter a maximum of 32 characters. The phone number must be unique, and must not already exist in the directory. If you save an entry with a non-unique phone number, the entry will not be saved.

— (Optional.) Update the Speed Dial Index number.

The speed dial index number is automatically assigned to the next available index value, up to a maximum value of 99. You can assign any unused speed dial index number from 1 to 99.

If you assign a speed dial index number that is already taken, the message "Speed dial index already exists" displays. If you enter an invalid speed dial index number (for example, 0 or 00), the message "Speed dial index is invalid" displays.

For more information on speed dial index numbers, see Managing Speed Dial Entries on page 3-20.

— (Optional.) Enter a Label for the contact. You can enter a maximum of 32 symbols, letters, or numbers.

If you specify a label, the label will be the first item that displays for the contact in the Contact Directory and on the Speed Dial Info screen (before the contact's first and last names, if specified). For example, in

the following figure, the labels Sales and Marketing have been assigned to contacts in the local Contact Directory.

— (Optional.) Set the Ring Type.

For information on setting the ring type, see Updating the Ring Tone on page 2-9.

— (Optional.) Assign a Divert Contact.

The Divert Contact identifies the third party to which you want this contact's calls sent. You can enter a maximum of 32 characters.

— (Optional.) Change the Auto Reject and Auto Divert settings.

If you set the Auto Reject field to enabled, each time the contact calls, the call will be directed to your voice mail system (if a voice mail system is set up). If you set the Auto Divert field to enabled, each time the contact calls, the call will be directed to a third party you specify in the Divert Contact field.

Press the **Right** or **Left** scroll key to switch between the Enabled and Disabled settings for the Auto Reject and Auto Divert fields.

Note   If you do not have a voice mail system set up, enabling the Auto Reject field will have no effect. Each time the contact calls, your phone will ring (unless you choose to divert the contact's calls, or enable call forwarding or Do Not Disturb on your phone).

4. Press the **Save** soft key.

5. Press ▤ to return to the idle screen.

Adding Contacts from Call Lists

You can save call information from a call list to your local Contact Directory.

To add a contact to the local Contact Directory from a call list:

1. Press the **Dir** soft key, and then select **Call Lists** > **Missed Calls, Received Calls**, or **Placed Calls**.

2. Scroll to the contact's call.

    To scroll through a list of contacts, use the * key to Page Up and the # key to Page Down.

3. To save the contact to your Contact Directory, press the **Save** soft key.

    If the contact already exists in your Contact Directory, "Contact already exists" displays.

4. Press ☰ to return to the idle screen.

Note   You may want to go to the Contact Directory to see if the contact was saved correctly and to add any missing contact information. To view your Contact Directory, see Managing Contacts on page 2-17. To update missing contact information, see Adding Contacts Manually (step 3) on page 2-19.

Adding Contacts to Your Contact Directory from a Corporate Directory

You can save any contact listed in your Corporate Directory (if it is set up on your phone) to your local Contact Directory.

To add a contact to your Contact Directory from a Corporate Directory:

1. Press the **Dir** soft key, and then select **Corporate Directory**.

    The Corporate Directory search screen displays.

Note   If you have enabled your phone to save the results of your last search (or remember the last contact you selected), your previous search results (or the contact), will display instead of a blank search screen. To enable this feature, see Enabling Your Phone to Save Corporate Directory Search Results on page 2-18.

2. Search for the contact, or scroll to the contact's entry.

    For information on how to search for a contact, see Searching for Contacts in Your Corporate Directory on page 2-24.

3. Press the **View** soft key.

   The Contact screen displays.

4. To save the contact to the local Contact Directory, press the **Save** soft key.

   "Saved" displays on the screen. Only the first name, last name, and phone number are saved.

   If the contact already exists in your local Contact Directory, "Contact already exists" displays.

5. Press ▤ to return to the idle screen.

Note   You may want to go to the Contact Directory to see if the contact was saved correctly and to add additional contact information. To view your Contact Directory, see Managing Contacts on page 2-17. To update contact information, see Adding Contacts Manually (step 3) on page 2-19.

Searching for Contacts

You can search for contacts in your local Contact Directory, or in a Corporate Directory (if this is set up on your phone).

Searching for Contacts in Your Local Contact Directory

Search for a contact by scrolling through the directory, or entering specific search criteria.

To search for a contact in the local Contact Directory:

1. Press the **Dir** soft key, and then select **Contact Directory**.

   The Directory screen displays.
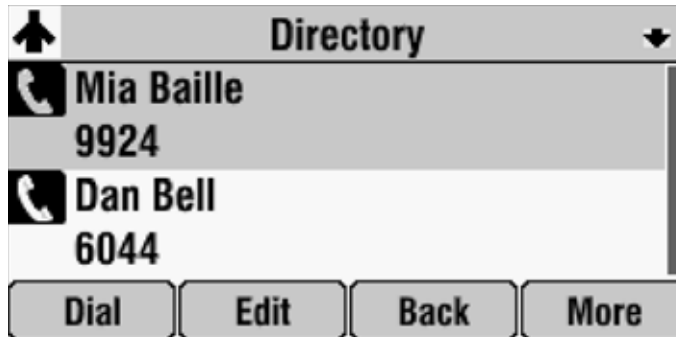
2. Press the **Search** soft key. Then, enter the first few characters of the contact's first or last name, and then press the **Search** soft key again.

   The Directory Search screen displays a list of successful matches.
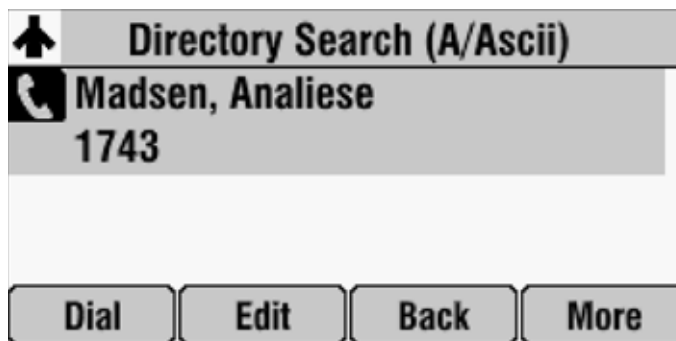
3. Scroll to the contact you are searching for.

   You can dial, edit, or delete the contact.

4. Press ☰ to return to the idle screen.

Searching for Contacts in Your Corporate Directory

Search for a contact by entering specific search criteria.

Note   You can enable your phone to save Corporate Directory search results, and to remember the last person you viewed in the directory. Whenever you re-display Corporate Directory, the last search you performed will display, or the last person you selected will display. To enable this feature, see Enabling Your Phone to Save Corporate Directory Search Results on page 2-18.

To search for a contact in the Corporate Directory:

1. Press the **Dir** soft key, and then select **Corporate Directory**.

   The Corporate Directory search screen displays.

2. Perform a quick search or an advanced search.

   A quick search allows you to search using the contact's last name (if the directory is alphabetized by last name) or first name (if the directory is alphabetized by first name). An advanced search uses any combination of the contact's first and last names, phone numbers, address, and title.
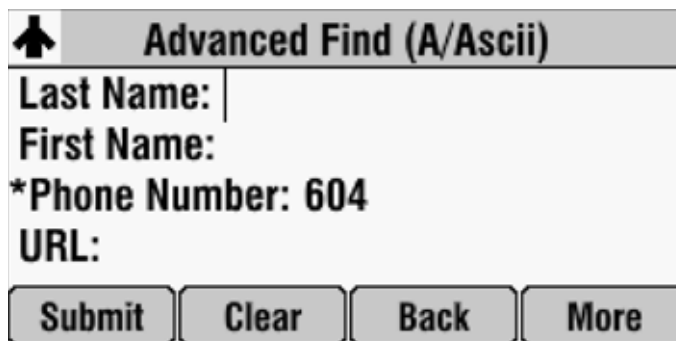
   Do one of the following:

   — To perform a quick search, next to "**Search (Filtered)**," enter the first few characters of the contact's first or last name (depending on how the directory is organized), and then press the **Submit** soft key. The screen displays a list of contacts, starting with any successful matches.

   or

   — To perform an advanced search, press the **AdvFind** soft key.

   The Advanced Find screen displays.

   Enter your search criteria, and then press the **Submit** soft key. The screen displays any successful matches.

Note   If you want to erase all your search criteria and enter new criteria before you submit
        your search, press the **Clear** soft key.

3. Press 📋 to return to the idle screen.

Updating Contacts in Your Local Contact Directory

You can update contact information for contacts in your local Contact Directory. You cannot update information for contacts in your Corporate Directory.

To update a contact in your local Contact Directory:

1. Press the **Dir** soft key, and then select **Contact Directory**.

   The Directory screen displays.
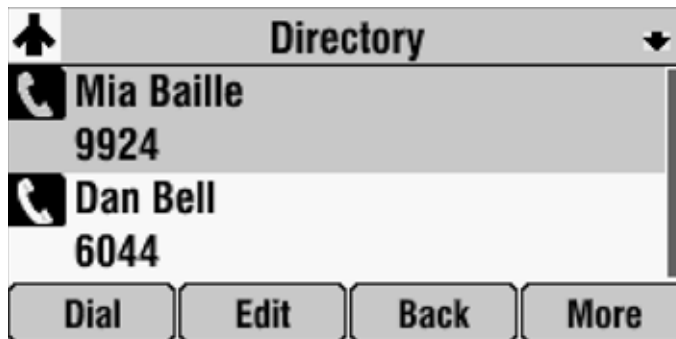
2. Scroll to the contact whose information you want to update, or search for the contact (see Searching for Contacts in Your Local Contact Directory on page 2-23).

   To scroll through a list of contacts, use the * key to Page Up and the # key to Page Down.

3. Press the **Edit** soft key.

   The Edit Contact screen displays.

4. Update the contact information.

   For information on the fields you can update, see Adding Contacts Manually (step 3) on page 2-19.

5. Press the **Save** soft key.

6. Press ⊞ to return to the idle screen.

Deleting Contacts from Your Local Contact Directory

You can delete contacts from your local Contact Directory, but not from your Corporate Directory.

To delete a contact from the local Contact Directory:

1. Press the **Dir** soft key, and then select **Contact Directory**.

    The Directory screen displays.
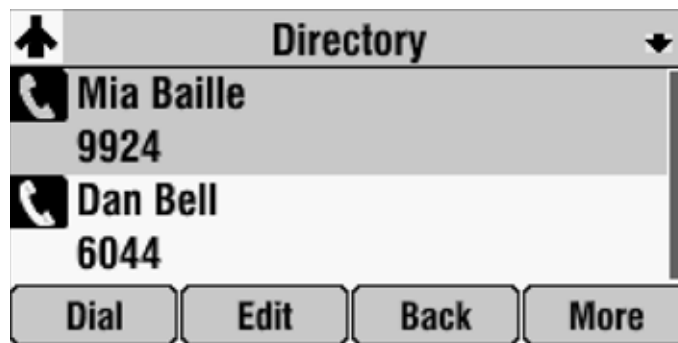
2. Scroll to the contact you want to delete. Or, search for the contact (see Searching for Contacts in Your Local Contact Directory on page 2-23).

    To scroll through a list of contacts, use the * key to Page Up and the # key to Page Down.

3. Press the **Delete** soft key.

    The contact is deleted from the directory.

4. Press ▤ to return to the idle screen.

Placing Calls to Contacts

You can place calls to contacts from your local Contact Directory or from your Corporate Directory (if this is set up on your phone).

To place a call to a contact in the local Contact Directory:

1. Press the **Dir** soft key, and then select **Contact Directory**.

    The Directory screen displays.

2. Scroll to the contact you want to call. Or, search for the contact (see Searching for Contacts in Your Local Contact Directory on page 2-23).

    To scroll through a list of contacts, use the * key to Page Up and the # key to Page Down.

3. Press the **Dial** soft key.

To place a call to a contact in the Corporate Directory:

1. Press the **Dir** soft key, and then select **Corporate Directory**.

    The Corporate Directory search screen displays.

Note
> If you have enabled your phone to save the results of your last search (or remember the last contact you selected), your previous search results (or the contact), will display instead of a blank search screen. To enable this feature, see Enabling Your Phone to Save Corporate Directory Search Results on page 2-18.

2. Scroll to the contact you want to call. Or, search for the contact (see Searching for Contacts in Your Corporate Directory on page 2-24).

    To scroll through a list of contacts, use the * key to Page Up and the # key to Page Down.

3. Press the **Dial** soft key.

Managing Incoming Calls

You can manage incoming calls from the contacts in your Contact Directory by doing the following:

* Setting up a distinctive ring tone for a contact.

* Rejecting calls from a particular contact by sending the call to your voice mail system. (If you do not have a voice mail system set up, the call will still ring on your phone.)

* Diverting calls from a particular contact to another party.

Distinguishing Calls

You can customize your phone so that you can distinguish callers by certain ring tones. For information on setting a distinctive ring tone for a particular contact, see Setting Distinctive Ring Tones for Contacts on page 2-9.

Rejecting Calls

You can customize your phone so that incoming calls from a particular party are immediately sent to your voice mail system. (If you do not have a voice mail system set up, the call will still ring on your phone.)

To send incoming calls from a particular contact directly to voice mail:

1. Press the **Dir** soft key, and then select **Contact Directory**.
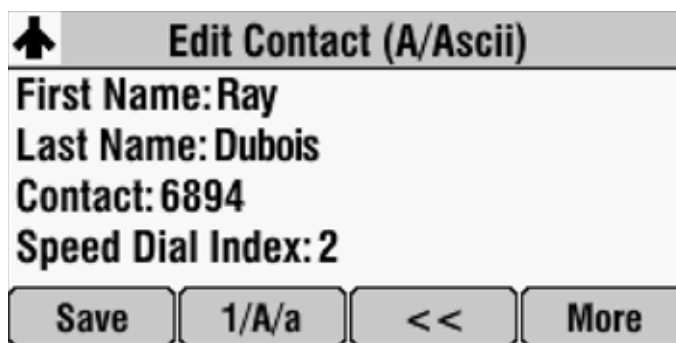
   The Directory screen displays.
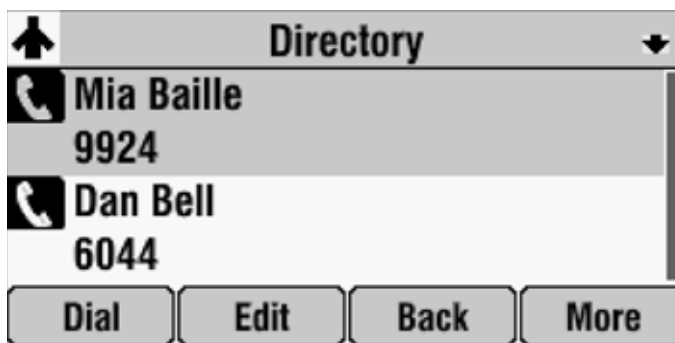
2. Scroll to the contact. Or, search for the contact (see Searching for Contacts in Your Local Contact Directory on page 2-23).

   To scroll through a list of contacts, use the * key to Page Up and the # key to Page Down.

3. Press the **Edit** soft key.

The Edit Contact screen displays.
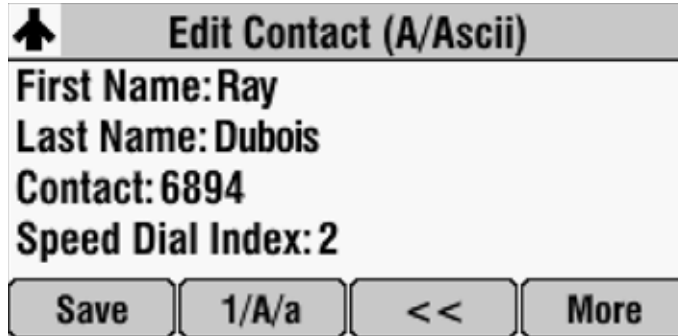
4. Scroll down to the **Auto Reject** field, and then change the Auto Reject setting to **Enabled**. Use the **Right** or **Left** scroll key to select **Enabled**.

5. Press the **Save** soft key.

6. Press [≡] to return to the idle screen.

Diverting Calls

You can customize your phone so that incoming calls from a particular party are transferred directly to a third party.

To divert incoming calls from a contact to a third party:

1. Press the **Dir** soft key, and then select **Contact Directory**.

The Directory screen displays.
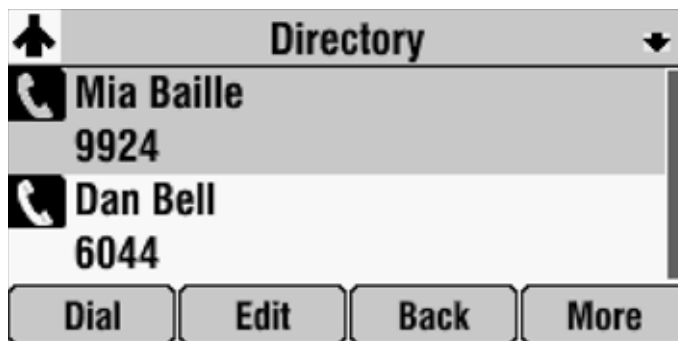
2. Scroll to the contact for whom you want to transfer calls. Or, search for the contact (see).

To scroll through a list of contacts, use the * key to Page Up and the # key to Page Down.

3. Press the **Edit** soft key.

The Edit Contact screen displays.
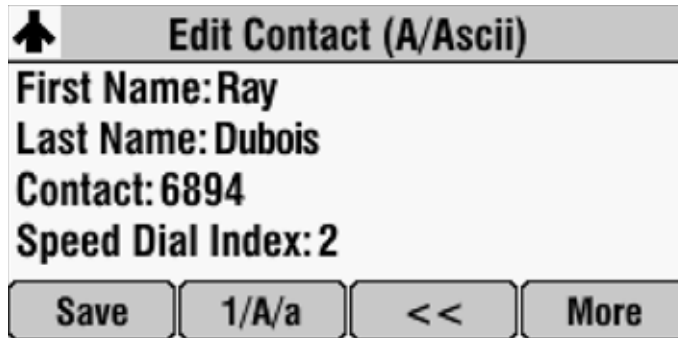
4. Scroll to the **Divert Contact** field, and then enter the number of the party to whom you want to divert the call.

You can enter a maximum of 32 characters.

5. Scroll to the **Auto Divert** field, and then change the Auto Divert setting to **Enabled**. Use the **Right** or **Left** scroll key to select **Enabled**.

6. Press the **Save** soft key.

7. Press ⊞ to return to the idle screen.

3

Using the Features of Your Phone

Your SoundStation IP 7000 conference phone is designed to be used like a regular conference phone on a public switched telephone network (PSTN). You can place calls, transfer a call to someone else, conduct a multi-party conference call, or perform other basic and more advanced functions.

At any time, only one active call may be in progress on your phone. The active call is the one that has audio associated with it. In addition to an active call, your phone can handle up to seven other calls, including conference calls, on hold. Your phone can handle a total of eight calls at one time.

This chapter provides introductory information and basic operating instructions for the phone. It includes the following topics:

Placing Calls

You can place a call off-hook (with a dial tone), or on-hook (without a dial tone). If you place a call off-hook, you have the option of dialing a contact using a URL or IP address, if this feature is enabled for your phone. You can also place calls (on-hook and off-hook) using speed dial numbers (see Placing Calls Using Speed Dials on page 3-3).

The phone displays the duration of active calls on the phone screen. The following figure shows an active call to Jacklyn Smith at directory number 1951 that has lasted for 57 seconds.
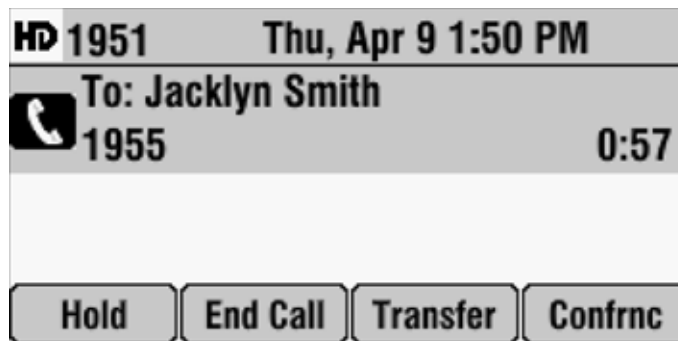
To place a call off-hook (to dial a phone number, IP address, or URL):

1. To obtain a dial tone, press ⟨📞⟩ or the **New Call** soft key.
2. Do one of the following:
   — To dial a phone number, enter the phone number of the party you want to call.
   — To dial an IP address or URL, press the **URL** soft key, and then enter the IP address or URL of the party you want to call.

   To enter the number and letters displayed on a key, press the key one or more times quickly.

   To enter "@", press the # key. To enter ".", press the * key.

Note   When you dial a URL, the maximum number of characters you can enter is 32.

3. Press the **Dial** soft key.

To place a call on-hook (to dial a phone number):

>> Enter the phone number of the party you want to call, and then press the **Dial** soft key.

<table>
<tr><td>Note</td><td>Instead of entering a phone number from memory, you can access call lists, directories, and speed dial lists to display and dial the number for you.

• To access a call list, press the Left, Right, or Down scroll key to access the received, placed, or missed calls list. Scroll to the call you want to dial, and then press the Dial soft key.. For more information, see Using Call Lists on page 2-14.

• To access your Contact Directory or Corporate Directory (if enabled for your phone), press the Dir soft key, and then select Contact Directory or Corporate Directory. Scroll to or search for the contact you want to dial, and then press the Dial soft key.For more information, see Managing Contacts on page 2-17.

• To place a call using a speed dial index number, press the **Up** scroll key, scroll to the party you want to call, and then press the **Dial** soft key. For more information on other ways to use speed dial, see Placing Calls Using Speed Dials on page 3-3.</td></tr>
</table>

Placing Calls Using Speed Dials

Use a speed dial index number for quick dialing. Speed dial index numbers are associated with entries in your Contact Directory. For information on managing speed dial entries from your Contact Directory, see Managing Speed Dial Entries on page 3-20.

To place a call using a speed dial index number:

1. Press the **Up** scoll key.

   The Speed Dial Info screen displays.
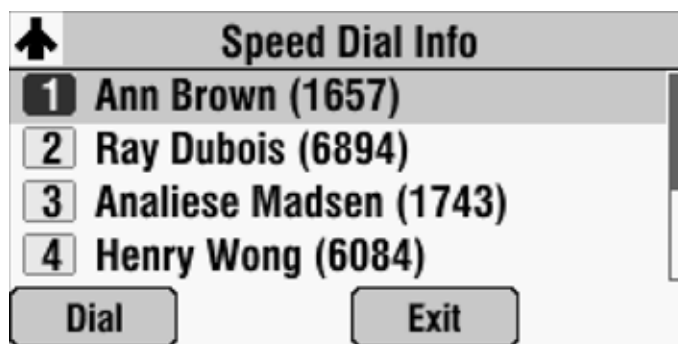
2. Do one of the following:

   — If you know the contact's speed dial index number, enter the number.

   or

— If you do not know the contact's speed dial index number, scroll to the contact, and then press the **Dial** soft key.

The call is placed.

Answering Calls

To answer a call:

>> Press ⟨⚬⟩ or the **Answer** soft key.

The three LEDs flash green when the phone rings.

Note | To ignore Incoming calls, press the **Reject** soft key (for private lines) or the **Silence** soft key (for shared lines). To prevent your phone from ringing, enable the **Do Not Disturb** feature (see Using Do Not Disturb on page 3-19).

You can forward incoming calls by pressing the **Forward** soft key (see Forwarding Calls Dynamically on page 3-18).

If you set up your phone with a silent ring, press the **Answer** soft key to answer the call.

To answer a call on a shared line:

1. Answer the incoming call.

2. Press the **Hold** soft key.

Anyone on another phone configured to use the same shared line can take the call by selecting the call on their phone screen.

Ending Active Calls

To end a call:

>> Press ⟨⚬⟩ or the **End Call** soft key.

Note | You cannot end a call that is on hold until you resume the call. To end a call on hold, press the **Resume** soft key, and then end the call.

Muting the Microphone

To mute the microphone:

>> During a call, press [🎤].

The LEDs glow red, and the mute icon displays on the phone screen. The other person (or people) cannot hear you. You can still hear all other people while Mute is enabled.

To turn off the Mute feature, press [🎤] again.

To mute the microphone if you use extension microphones:

>> Press [🎤] on the phone or the (🎤) button on the top of an extension microphone.

To turn off the Mute feature, press [🎤] or (🎤) again.

Note   When you press the Mute button on the phone, or on any extended microphone connected to the phone, you mute the microphone on the phone and all extended microphones connected to the phone.

Redialing Numbers

You can redial the last number you dialed, or search a list of placed calls to find a previously-dialed number.

To redial the last number dialed:

>> Press [⟳].

To redial a previously dialed number:

1. Press the **Dir** soft key, and then select **Call Lists** > **Placed Calls**.

   The Placed Calls screen displays.

Placed Calls

1 John Smith
1950
2 Henry Wong
1952

| Dial | Edit | Back | More |
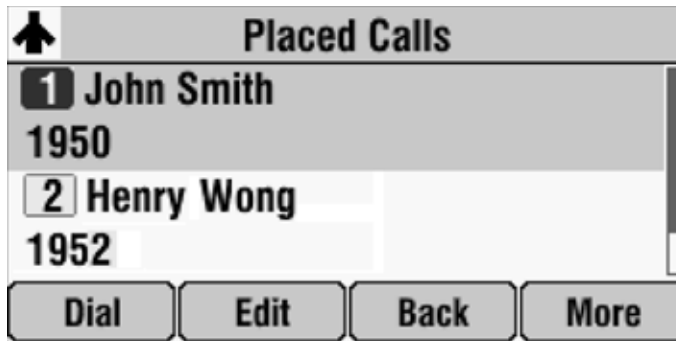
2. Scroll to the number you want to redial, and then press ⟨↷⟩ or the **Dial** soft key.

Holding and Resuming Calls

You can place up to eight calls on hold on your phone.

(For information on placing conference calls on hold, see Holding and Resuming Conferences on page 3-12.)

To place a call on hold:

>> During a call, press the **Hold** soft key. The console LEDs flash red to indicate that a call is on hold.

The following screen shows Jane Smith on hold. The Resume soft key now displays on the screen.

✈ 1951   Thu, Apr 9 1:50 PM

☎ Hold: James Smith
1954   0:17

| Resume | New Call | Transfer | Confrnc |
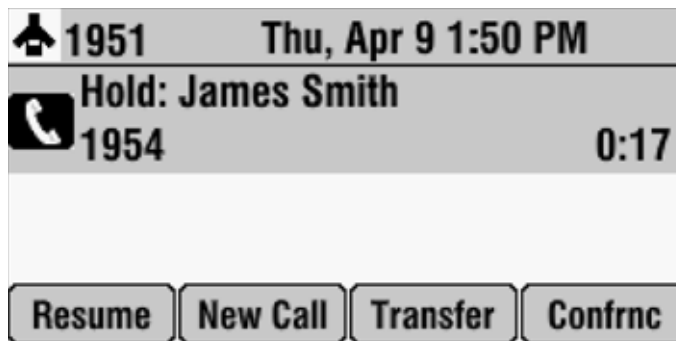
To resume a call on hold:

>> While a call is on hold, press the **Resume** soft key.

Note   To end a call on hold, you must resume the call first.

Hosting Local Conference Calls

You can create a conference with up to two other parties using the phone's local conference feature. To quickly set up a conference, you can use the **Join** soft key to create a conference between an active call and a call on hold.

After you set up a conference, you can hold the conference call, split the conference call into individual calls on hold, or end the conference call (and your connection to the conference call participants).

This section includes the following topics:

- Setting Up Conferences on page 3-7

- Managing Conferences on page 3-9

- Holding and Resuming Conferences on page 3-12

- Splitting Conferences on page 3-13

- Ending Conferences on page 3-13

Setting Up Conferences

You can set up a conference in one of two ways:

- Using the ⠿ key or the **Confrnc** soft key.

- Using the **Join** soft key, if you have an active call and a call on hold.

Setting Up a Conference Using the Conference Soft Key

To set up a conference using the Conference soft key:

1. Call the first party. See Placing Calls on page 3-2.

2. Press ⠿ or the **Confrnc** soft key. The active call is placed on hold.

Note	If configured for single key-press conferences, the conference participant hears the dial tone and ringback when the conference host places the call to the new party.

3. Enter the number of the second party, and then press the **Send** soft key.

4. When the second party answers, press ⠿ or the **Confrnc** soft key to join all parties in the conference.

The Active:Conference screen displays.
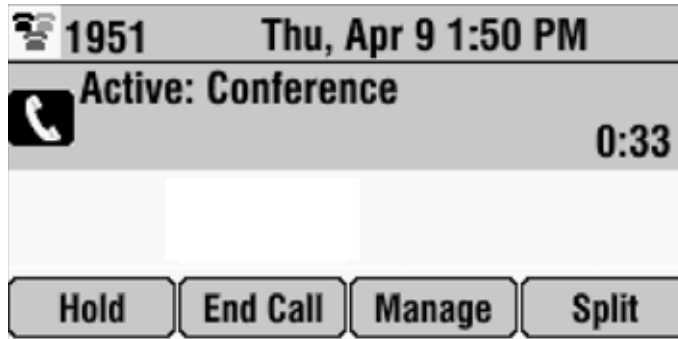
Setting Up a Conference with an Active Call and a Call on Hold

If you are currently in an active call, and you have another call on hold, you can create a conference call between the active call, the call on hold, and yourself, by pressing the **Join** soft key.

To set up a conference call with an active call and a call on hold:

>> If you have an active call and a call on hold, scroll to either call, and then press the **Join** soft key.

The Active:Conference screen displays.

A conference is created with the active call, the call on hold, and yourself.

Managing Conferences

To manage a conference, you must currently be in an active conference call. From the Active:Conference screen, you can press the Manage soft key to manage the individual participants in the conference, or end the conference call.

The following figure shows the Manage soft key that displays when you are in an active conference.

To manage a conference:

>> From the Active:Conference screen, press the **Manage** soft key.

The Manage Conference screen displays.
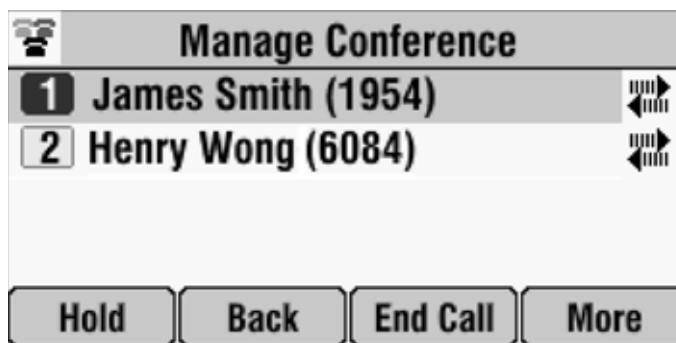
From the Manage Conference screen, you can scroll to a conference participant and manage the participant's conference participation, or end the conference call.

You can access the following soft keys from the Manage Conference screen:

*   **Hold**—Puts a selected participant on hold. The held participant cannot hear any other participants and no participant can hear the held participant.

*   **Back**—Returns you to the Active:Conference screen.

*   **End Call**—Ends the conference call. The other two participants remain connected. (To remove a conference call participant, see Removing

- **Info**—Provides additional information about the selected participant.

- **Far Mute**—Mutes the selected participant. The muted participant can hear all participants, but no participant can hear the muted participant.

Muting Conference Call Participants

To mute a conference call participant:

>> From the Manage Conference screen, scroll to the participant you want to mute, and then press the **Far Mute** soft key.

The following figure shows the far mute feature applied to James Smith. The "far mute" icon displays next to his name, and the **UnMute** soft key appears.
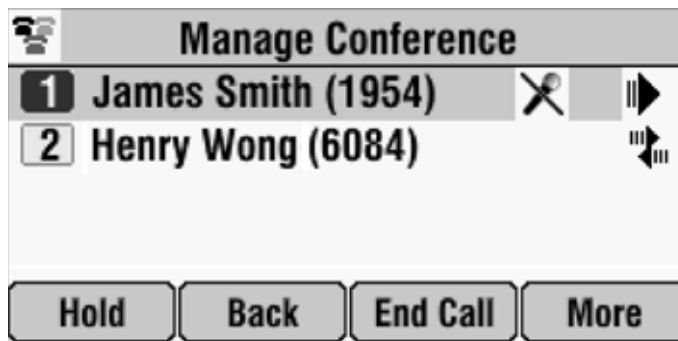
The muted participant can hear all participants, but no participant can hear the muted participant.

If you press [🎤] instead of the **Far Mute** soft key, all other participants can hear each other, but they cannot hear you. When you press [🎤], the LEDs glow red.

To un-mute the participant, press the **UnMute** soft key.

Placing Conference Call Participants on Hold

You can select a conference call participant and place the participant on hold. You can return the participant to the conference at any time by pressing the **Resume** soft key.

If you want to place a conference call on hold, see Holding and Resuming Conferences on page 3-12.

To place a conference call participant on hold:

>> From the Manage Conference screen, scroll to the participant you want to place on hold, and then press the **Hold** soft key.

The following figure shows James Smith on hold. The "on hold" icon displays next to his name, and the **Resume** soft key appears.
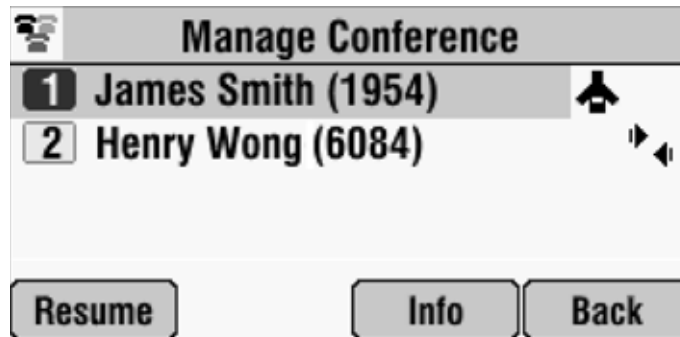
The held participant cannot hear any participants and no participant can hear the held participant.

To return the participant to the conference, scroll to the participant, and then press the **Resume** soft key.

If the held participant presses the **Hold** soft key on their phone, the participant will still be on hold even if you press the **Resume** soft key.

Removing Conference Call Participants

To remove a conference call participant:

>> From the Manage Conference screen, scroll to the participant you want to remove, and then press ⌢.

The participant is removed from the conference, the conference call ends, and the other participant becomes the active call.

Note	If you press the **End Call** soft key instead, you end the conference call. The other participants remain connected.

Obtaining Information About Conference Call Participants

You can display information about a conference call participant, such as their name and number, or if they are on hold.

To display information about a conference call participant:

1. From the Manage Conference screen, scroll to the participant whose information you want to obtain.

2. Press the **Info** soft key.

   The Participant Info screen displays.
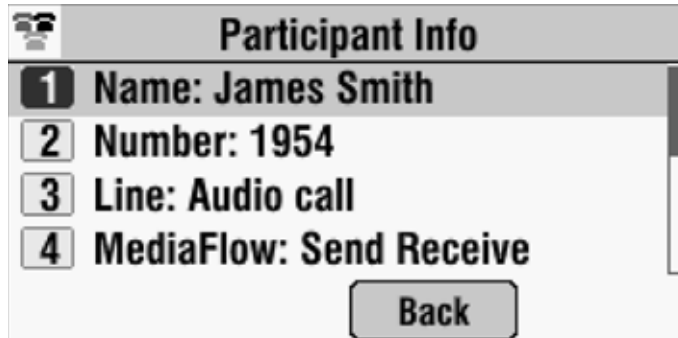
3. Press the Back soft key to return to the Manage Conference screen.

Holding and Resuming Conferences

When you place a conference call on hold, you place all other conference participants on hold.

To place an individual participant on hold, see Placing Conference Call Participants on Hold on page 3-10.

To place a conference call on hold:

>> From the Active:Conference screen, press the **Hold** soft key.

The Hold:Conference screen displays. The other parties in the conference call are put on hold.
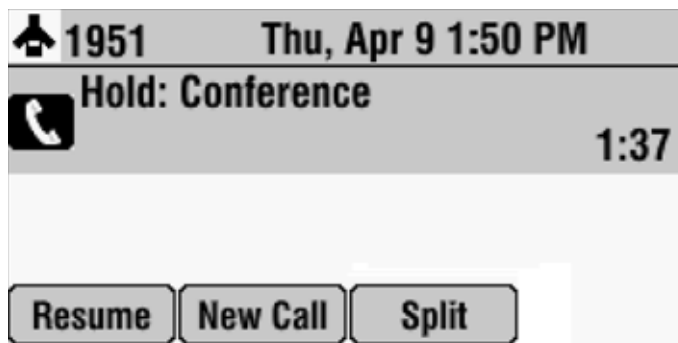
From the Hold:Conference screen, you can do the following:

- To resume the conference call, press the **Resume** soft key. The Active:Conference screen will display again.

- To place a call to a new party, press the **New Call** soft key. The conference remains on hold, and the new call becomes the active call.

- To end the conference call and split the conference into two separate calls on hold, press the **Split** soft key.

Splitting Conferences

When a conference has been established, a **Split** soft key is available. When you split a conference, you end the conference and put all parties on hold.

To split a conference:

>> From the Active:Conference screen, press the **Split** soft key.

The conference ends, and all calls are split into individual calls and put on hold.

Ending Conferences

You can end a conference, and your connection to the other parties, by pressing the **End Call** soft key. When you use the End Call soft key, the other parties remain connected.

To end a conference:

>> From the Active:Conference screen, press the **End Call** soft key.

The two other parties remain connected.

Using Conference Bridges

A key business tool, the conference bridge allows users with an extension and voicemail passwords to schedule and manage conference calls. Basic functionality includes the ability to create and log into conference bridges. There are also administrator modes that allow calling out and dropping parties from the bridge.

Conference bridge supports up to 20 connected callers. An unlimited number of conference bridges can be in session at the same time.

To call into a conference bridge:

Internal:

1. Dial **556**.
2. Follow the Conference Bridge voice prompts.

External:

1. Call direct DID to Conference Bridge (only if a DID is assigned to Conference Bridge).

2. Call in Auto Attendant and select Menu Option that is assigned to Conference Bridge.* (e.g. Option 4 > Conference Bridge)

Conference Menu Options

Enter a Conference - (Option 1):

1. Enter your extension then press #.

2. Enter conference ID then press #.

3. Please record first and last name then press #.

Create a Conference - (Option 2):

1. Enter your extension then press #.

2. Enter your password then press #. (Voicemail Password)
   - Create a conference that expires in 2 weeks press **1**
   - Create a non expiring conference press **2**
   - Create a conference with a custom expiration date press **3**

Delete Existing Conference - (Option 3):

1. Enter your extension then press #.

2. Enter your password then press #. (Voicemail Password)

3. Enter the conference ID you want to delete then press #.

Transferring Calls

A call can be transferred in one of three ways:

- Consultative transfer—You have the option of either talking to the party to whom you are transferring the call, or you can choose not to talk to the party, and complete the transfer when you hear the party's ring-back sound.

  —

- Blind transfer—The call is automatically transferred after you dial the number of the party to whom you want to transfer the call. You do not have the option of talking to the party.

- Attended transfer—The parties are automatically connected to each other after you exit a conference.

Performing a Consultative Transfer

Perform a consultative transfer if you want to talk to the party to whom you are transferring the call. Or, you can choose not to talk to the party. In this case, you wait for the party's ring-back sound, and then transfer the call.

To transfer a call:

1. During a call, press the **Trnsfer** soft key. The active call is placed on hold.

2. Place a call to the party to whom you want to transfer the call. See Placing Calls on page 3-2.

3. When you hear the ring-back sound, press the **Trnsfer** soft key. The transfer is complete.

   If you want to talk privately to the person to whom you are transferring the call before the transfer is complete, wait until the person answers the call, talk to the person, and then press the **Trnsfer** soft key.

   To cancel the transfer before the call connects, press the **Cancel** soft key.

Performing a Blind Transfer

When you use a blind transfer, you transfer a call without speaking to the party to whom you are transferring the call. The call is automatically transferred as soon as you dial the party's number.

To perform a blind transfer:

1. During a call, press the **Trnsfer** soft key.

2. Press the **Blind** soft key, and then place a call to the party to whom you want to transfer the call. See Placing Calls on page 3-2.

   (If you want to cancel the transfer before the call is placed, and return to the original call, press the **Cancel** soft key.)

The call automatically transfers to the party you specified.

Forwarding Calls

The Polycom IP 7000 phone offers two methods of call forwarding:

- Online Call Forwarding
- Phone-based Call Forwarding

Online Call Forwarding

To enable online call forwarding:

1. Log on to your Virtual Office Online dashboard at http://virtualoffice.8x8.com

2. Select the **Settings** button, and then select the **My Rules** tab.

3. Update your Call Forwarding Rules and press **Save**.

You can return to Virtual Office Online at any time to update your Call Forwarding Rules.

Phone-based Call Forwarding

You can set up your phone to forward incoming calls to another party (static forwarding), or you can forward a call as your phone rings (dynamic forwarding). Your phone will forward calls even if you enable the Do Not Disturb Feature.

You can also reject calls from a particular contact (by sending the call to your voice mail system), or divert calls from a particular contact to another party. For more information, see Managing Incoming Calls on page 2-29.

To access forwarding options:

>> Press ⊞ , and then select **Features** > **Forward**.

Forwarding Calls Statically

You can set up your phone to forward calls to another number.

To forward calls to another extension:

1. Press ☰ , and then select **Features** > **Forward**.

   The Forwarding Type Select screen displays.
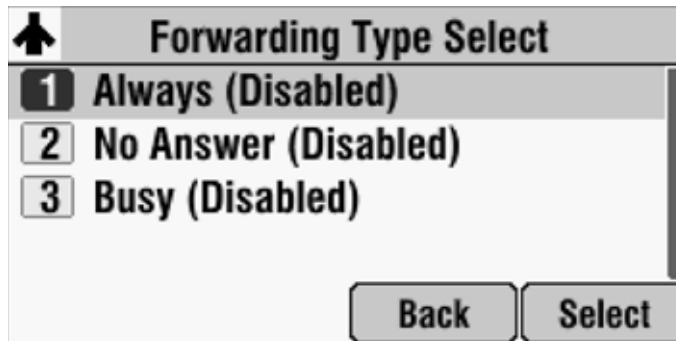
2. Scroll to the forwarding type you want, and then press the **Select** soft key. The options are:

   — **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. Do one of the following:

   — If you selected **Always**, the Call Forward Always screen displays.

     Enter a number to forward all incoming calls to.

   — If you selected **No Answer**, the Call Forward No Answer screen displays.

     Do the following:

     a   In the **Contact** field, enter a number to forward all unanswered incoming calls to.

     b   In the **Forward After Rings** field, enter how many rings to wait before forwarding the call (one ring is approximately six seconds). Two rings is the recommended value.

   — If you selected **Busy**, the Call Forward Busy screen displays.

     Enter a number to forward all future incoming calls to when you are already in another call.

4. Press the **Enable** soft key.

If you selected the forwarding type **Always**, the text "**Call Forward Enabled**" and a moving arrow display on the idle screen next to the directory number.

To disable call forwarding:

1. Press ▤ , and then select **Features** > **Forward**.

   The Forwarding Type Select screen displays, showing the forwarding type that is enabled.

2. Scroll to the forwarding type you want to change, and then press the **Select** soft key.

   A screen displays showing the details of the forwarding type you want to disable.

3. To turn off call forwarding, press the **Disable** soft key.

Forwarding Calls Dynamically

You can manually forward a call to another number while your phone rings.

To forward an incoming call to another extension:

1. While your phone rings, press the **Forward** soft key.

   The Call Forwarding screen displays.
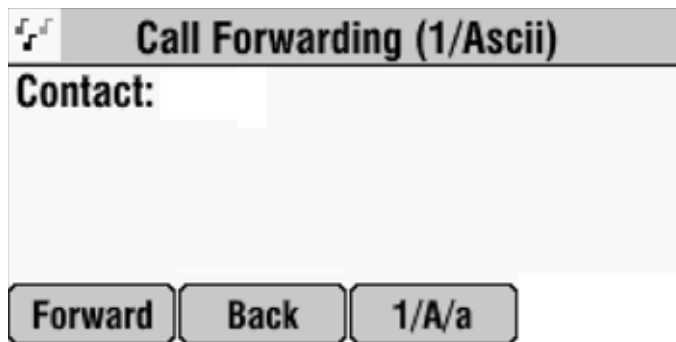
2. Enter the number to forward the incoming call to.

   Your phone displays the last number you forwarded calls to (either statically or dynamically). If you previously set a forwarding number and want to enter a new one, use the << soft key to delete the number.

3. Press the **Forward** soft key.

The incoming call is forwarded to the other party. If call forwarding is disabled, future calls will not be forwarded and forwarding remains disabled.

Using Do Not Disturb

To prevent your phone from ringing, activate the Do Not Disturb feature.

Calls you receive while Do Not Disturb is enabled will display in your Missed Calls Call List (see Using Call Lists on page 2-14). If you have chosen to forward your calls to another number, calls will be sent to that number if Do Not Disturb is enabled.

To enable and disable Do Not Disturb:

1. Press [icon], and then select **Features**.

   The Features screen displays. If Do Not Disturb is not highlighted, scroll to it.

2. To toggle Do Not Disturb on or off, press the **Select** soft key.

   When you enable Do Not Disturb, a flashing icon, ✖, displays at the top left of the screen. When you disable Do Not Disturb, the registered line icon, ▲, displays instead.

3. Press [icon] to return to the idle screen.

If you enabled Do Not Disturb, the idle screen displays a flashing icon, ✖, next to the directory number.

Returning the Last Call

Last Call Return (LCR) enables you to automatically call back the last incoming call without having to dial the number.

To call back the last incoming call:

- Press the **New Call** soft key, then the **LCR** soft key.
- You can also press [icon], then select **Features** > **Last Call Return**.

Using the Auto Attendant

To access the Auto Attendant:

1. Dial **444**.

2. Follow Auto Attendant voice prompts.

Using the Corporate Directory

To use the Corporate Directory to make a call:

1. Press ▤ and select **Applications,** then select **Apps Home**, then **Corporate Directory Listing**.

2. Browse up and down the directory list and select the person you wish to call (speed dial).

For long directories, you can search for a user in the directory and then select their name to speed dial them.

To search an extensive Corporate Directory:

1. Press ▤ and select **Applications**, then select **Apps Home**, then **Corporate Directory Search**.

2. Input name, extension, or other data into the search field, then scroll down and select **Search**.

3. Select the matching entry to speed dial the user (or select **Back** to do a new search).

Managing Speed Dial Entries

Use the speed dial feature for fast, automated dialing. To use speed dial, you enter a speed dial index number instead of entering a complete phone number.

When you create a Contact Directory entry, the phone automatically assigns a Speed Dial Index number to the entry. You can change the index number or delete it.

Note

Only entries in your Contact Directory can be set up as speed dial entries. To create a new Contact Directory entry with a speed dial index number, see Adding Contacts to Your Local Contact Directory on page 2-19.

The following steps describe how to update a speed dial entry for a user. For information on how to place a call using a speed dial number, see Placing Calls Using Speed Dials on page 3-3.

To update a speed dial entry in your contact directory:

1. Press the **Dir** soft key, and then select **Contact Directory**.

   The Directory screen displays.
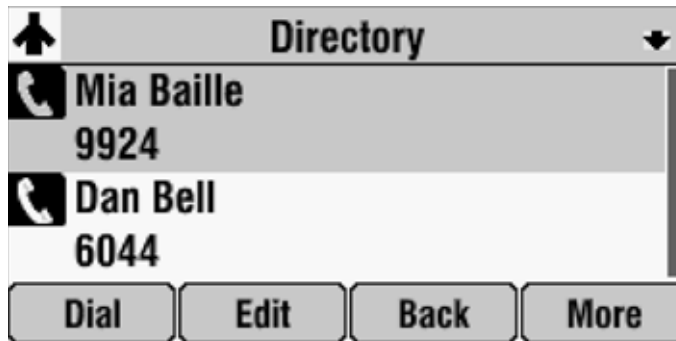
2. Scroll to the user's entry, and then press the **Edit** soft key.

   The Edit Contact screen displays.
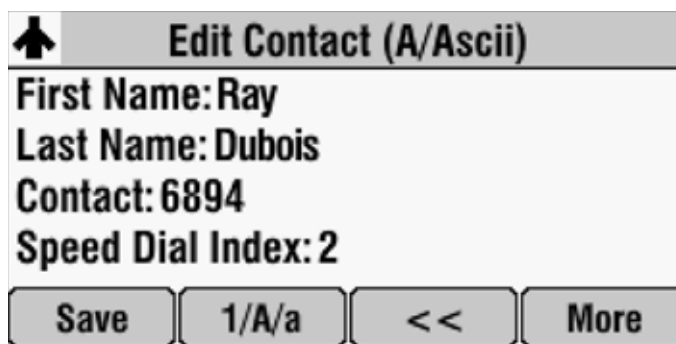
3. Scroll to the **Speed Dial Index** field, and then update the speed dial index number. Use the << soft key to delete an existing entry.

   You can assign any unused speed dial index number from 1 to 99. If you assign a speed dial index number that is already taken, the message "Speed dial index already exists" displays. If you enter an invalid speed dial index number (for example, 0 or 00), the message "Speed dial index is invalid" displays.

4. Press the **Save** soft key.

5. Press ▤ to return to the idle screen.

Using Voice Mail

Voice mail is an optional feature that your system administrator sets up. Your system may not support it. For more information, contact your system administrator.

Screen options may vary with your application. Voice mail may be accessible with a single key press. Contact your system administrator about this option.

Your voice mail is saved in a centralized location and may be accessed from your phone. Your phone may indicate voice mail by the following:

- An icon, ✉ , on the phone screen

- A stutter dial tone instead of a normal dial tone

To listen to voice mail messages:

1. Press ▤ , and then select **Features** > **Messages** > **Message Center**.

   The Messages screen displays, indicating the number of urgent, new, and old messages you have.
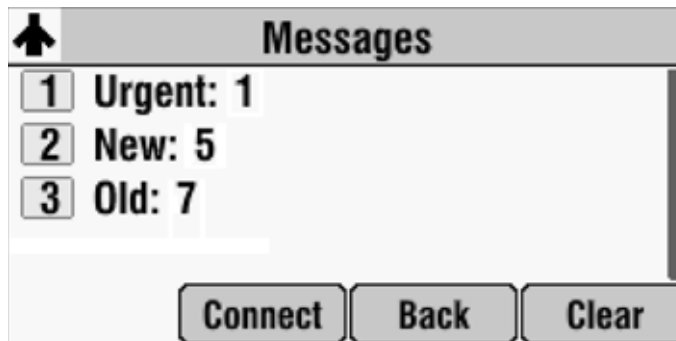
2. To listen to your voice mail, press the **Connect** soft key, and then follow the voice or visual prompts on the screen.

3. Press ▤ to return to the idle screen.

Call Recording

Call Recording On/Off

(Virtual Office Pro users only)
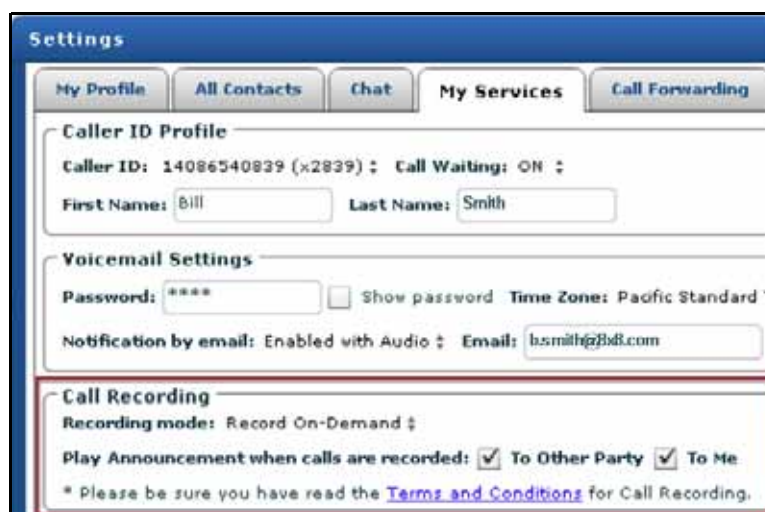
Call Recording On/Off is available to Virtual Office Pro users when the Call Recording feature on your Virtual Office online dashboard settings is set to Record Calls On Demand.

- To turn on Call Recording during a call, press ***0**
- To turn Call Recording off, press ***0**

To enable call recording:

1. Log on to your Virtual Office Online dashboard at http://virtualoffice.8x8.com

2. Select the Settings button, and then select the **My Services** tab.

3. Update your Call Recording settings and press **Save**.

You can return to Virtual Office Online at any time to update your Call Recording settings.

4

Troubleshooting Your Phone

This chapter contains general troubleshooting information to help you solve any problems you might encounter when you use the SoundStation IP 7000 conference phone. The tables in this chapter list possible trouble symptoms, the likely causes of these problems, and recommended corrective actions to take. Problems are grouped as follows:

- Installation Configuration on page 4-1

- Power and Startup on page 4-2

- Controls on page 4-3

- Access to Screens and Systems on page 4-4

- Calling on page 4-4

- Displays on page 4-5

- Audio on page 4-6

To obtain more detailed troubleshooting information, you can access certain menus on your phone that test your phone hardware. For more information, see Testing Phone Hardware on page 4-6.

If you require more information or assistance, contact your system administrator.

Installation Configuration

Symptom	Problem	Corrective Action
The display shows: "General configuration error Unsupported configuration Undo last configuration change."	The phone installation configuration is not supported.	Verify that you have installed the phone and any components correctly: • See Installing the Phone on page 1-2. • Check that no more than two microphones are installed. • Contact your system administrator.

Power and Startup

Symptom	Problem	Corrective Action
The display shows "Network Link is Down."	The network cable is not properly connected.	Verify that the network cable is properly connected: • Check the cable termination at the switch or hub (furthest end of the cable from the phone). • Check that the switch or hub is operational (flashing link/status lights). • Check if the LAN port is active or inactive. Press the **Menu** key, and then select **Status** > **Network** > **Ethernet**. From the Ethernet screen, scroll to **LAN port** and verify that it is Active. • To attempt re-registration with the call server, reboot the phone. For more information, see your system administrator. • Contact your system administrator.

Controls

Symptom	Problem	Corrective Action
The dial pad does not work.	The dial pad on the phone does not respond.	Try the following: • Check for a response from other feature keys or from the dial pad. • Place a call to the phone from a known working telephone. Check for display updates. • Check if the LAN port is active or inactive. Press the **Menu** key, and then select **Status** > **Network** > **Ethernet**. From the Ethernet screen, scroll to **LAN port** and verify that it is Active. • Check the termination at the switch or hub end of the network LAN cable. Ensure that the switch/hub port is operational (if it is not accessible, contact your system administrator). • Before restarting your phone, contact your system administrator. Your system administrator may want to troubleshoot the phone in more detail before restarting the phone and losing current status information.

Access to Screens and Systems

Symptom	Problem	Corrective Action
There is no response when you press a feature key.	The phone is not in an active state.	Try the following: • Press the keys more slowly. • Call the phone to confirm that inbound call display and ringing is normal. If successful, try to press feature keys within the call to access the Directory or Buddy Status screens, for example. • To confirm the line is actively registered to the call server, press the **Menu** key, and then select **Status** > **Lines** > **Line Information**. From the Line Information screen, verify that your phone line is registered. • To attempt re-registration with the call server, reboot the phone. For more information, see your system administrator.
The display shows "Network Link is Down."	The network cable is not properly connected.	See Power and Startup on page 4-2.

Calling

Symptom	Problem	Corrective Action
There is no dial tone.	Power is not correctly applied to the phone.	Verify that power is correctly applied to the phone: • Check that the display is illuminated. • Ensure the network cable is inserted properly on the underside of the phone. (Try unplugging and re-inserting the cable.)

Symptom	Problem	Corrective Action
There is no audible ring tone.	Ringer volume is low, or the Ring Type is set to Silent Ring.	Verify ringer volume and Ring Type: • To adjust the ringer volume, press either of the volume keys when the phone is in the idle state. • Check that the Ring Type is not set to Silent Ring. (See Updating the Ring Tone on page 2-9.)
	Outbound or inbound calling is unsuccessful.	Place a call to the phone under investigation. Check that the display indicates incoming call information.
A "hollow" phone icon displays at the top of the screen.	The phone is not registered to a server.	Ask your system administrator to register the phone to a server.

Displays

Symptom	Problem	Corrective Action
There is no display. The display is incorrect. The display has bad contrast.	Power is not correctly applied to the phone.	Verify that power is correctly applied to the phone: • Check that the display is illuminated. • Ensure the network cable is inserted properly on the underside of the phone. (Try unplugging and re-inserting the cable.) • If your phone uses Power over Ethernet (PoE), have your system administrator check that the switch is supplying power to the phone.
	The contrast needs adjustment.	Adjust the screen contrast. (See Updating the Display Contrast on page 2-6.)
The display is flickering.	Certain types of older fluorescent lighting cause the display to appear to flicker.	Try the following: • Move the phone away from the lights. • Replace the lights.

Audio

Symptom	Problem	Corrective Action
The speaker has no audible sound.	Speaker volume is low.	Adjust the speaker volume. During a call, press the volume keys to adjust the volume.

Testing Phone Hardware

Your system administrator may ask you to access a diagnostics menu on your phone to test your phone hardware. From the diagnostics menu, you can test your phone's microphones, keypad mappings, and display. See your system administrator for instructions on how to perform these tests.

To access the diagnostics menus:

>> Press [≣], and then select **Status** > **Diagnostics** > **Test Hardware** > **Audio Diagnostics**, **Keypad Diagnostics**, or **Display Diagnostics**.