

Polycom® KIRK® 5020

for 8x8 Virtual Office

Charge your handset 14-16 hours prior to first use for best performance.



Quick Start User Guide

For detailed information, see the Polycom Kirk 5020 for 8x8 Virtual Office User Guide available for download at www.8x8.com/Support/BusinessSupport/Documentation.aspx.

Basic Handset Options

Removing the Battery Protection Strip

1. To remove the battery, press down the back cover and slide it towards the bottom of the handset.
2. Lift off back cover.
3. Remove the battery, and then remove the green slip from the bottom of the battery.

Installing the Battery

1. To install battery press down back cover and slide it towards the bottom of the handset.
2. Lift off back cover.
3. Insert battery with the label readable. Align the contacts of the battery with the corresponding connectors on the battery compartment and insert the battery towards the connectors.
Warning: Make sure that the contacts of the battery and the connectors of the battery compartment are aligned before sliding the battery in the battery compartment.
4. Press back cover back in locked position (when you hear a click the back cover is in position).

Note: The product label, including the CE logo, can be found in the battery compartment.

Turning Handset On/Off

- To turn on the handset, press left softkey.
- To turn off the handset, press left softkey and hold down until the question **Turn off?** appears in the display. Confirm with **Yes**.

Adjusting Speaker Volume

Use the key placed at the upper right side of the handset for volume control.

Locking Keypad

- Press **Menu** followed by * to lock keypad.
- Press **Unlock** followed by * to unlock keypad.

Shortcuts

Predefined Shortcuts

Predefined shortcuts are unchangeable and assigned to different keys on the handset.

Silent mode On/Off: Press the **Menu** button, followed by the # button to turn the handset silent mode on/off. In silent mode the ringer will be muted and the vibrator activated.

Call list: Press left side of the navigation key to enter Call list.

Missed Calls: Press right side of navigation key.

Find Name: Press top or bottom of navigation key.

Exit Menu: While navigating menus, press the **R** button to exit the menu and return to the main screen.

Save contact: Dial number and press **Save**.

Personal Shortcuts

Personal shortcuts consist of functions you have chosen to add from a list of shortcuts. The list is assigned to the right softkey.

To add a shortcut:

1. Press **Shortcut**.
2. Scroll to **Edit shortcut** and press **Select**.
3. Press **Select** to add the function to the list of personal shortcuts.

To use a shortcut:

1. Press **Shortcut**.
2. Scroll to the desired shortcut and press **Select**.

Making Calls

Off Hook Dialing (Dial Directly)

1. Press  to make a call.
2. Dial number.
3. Press  to terminate the call.

On Hook Dialing (Pre-Dial)

1. Dial number.
2. Press  to make a call.
3. Press  to terminate the call.

Speed Dial

- Press a key (0-9) continuously for three seconds until a call is started.

Assigning Speed Dials

1. Press **Menu** to enter main menu
2. Scroll to **Phone Book** and press **Select**.
3. Scroll to **Find Name** and press **Select**.
4. Locate the desired name, and press **Details**.
5. Scroll to the desired number and press **Select**.
6. Scroll to **Add to speed dial** and press **Select**.
7. Scroll to the desired position and press **Add name**.

Dialing From Call List

1. Press left side of navigation key to enter **Call list**.
2. Scroll to desired name or number and press .

Dialing From Phone Book

1. Press **Menu** to enter main menu.
2. Scroll to **Phone Book** and press **Select**.
3. Scroll to **Find name** and press **Select**.
4. Find the desired name and press  to make a call.

Last Call Return

- Dial ***69** and press .

Auto Attendant

- Dial **444** and follow the voice prompts.

Voicemail

- Dial **555** and follow the voice prompts.

Transfer Call to Voicemail

1. Press **R** to put the call on hold.
2. Dial **594** and follow the voice prompts.

Conference Bridge

- Dial **556** and follow the voice prompts.

Intercom Call

- Dial ***64** followed by the number you want to make an intercom call to.

Answering Calls

- Press  to answer a call when your handset rings.

Mute a Call

- Press **Silence** and the ring signal is muted.

Reject a Call

- Press **Reject** to refuse the call.

Call Hold

- Press **R**.
- To return to the call, press **R** again.

Call Transfer

- While off hook, press **R**. Then dial the number you wish to transfer call to.

Call Waiting

- Press **R** to answer a waiting call (puts original call on hold).
- Press **R** to toggle back and forth between two calls.

Call Park

1. Press **R** to put the call on hold.
2. Dial **460**.

Turning Speakerphone On/Off

- While on a call, press **Loud on** to turn speakerphone on.
- Press **Loud off** to turn speakerphone off.

Turning Microphone Mute On/Off

- While on a call, press **Mic Mute** to turn microphone mute on.
- Press **Mic on** to turn microphone mute off.

Turning Call Record On/Off

- While on a call, press ***0** to turn call record on.
- Press ***0** again to turn call record off.

Move Active Calls

(8x8 Adjunct accounts only)

If your Polycom Kirk 5020 handset is configured as an adjunct to your desktop phone, you can move active calls back and forth between your desktop phone and the handset.

To Move an Active Call to the 5020

1. While on an active call on your desktop phone, dial ***88** on the handset.
2. Press .

To Move an Active Call from the 5020

- Dial ***88** on your desktop phone.

Forwarding Calls

Note: 8x8 recommends using online call forwarding instead of phone-based call forwarding so your call forwarding instructions are stored online instead of on your phone. If you set your call forwarding rules on your phone, they will not be in effect if your phone is disconnected from an Internet connection.

To enable online call forwarding (Virtual Office):

1. Log on to your Virtual Office Online dashboard at <http://virtualoffice.8x8.com>.
2. Select **Settings** then **Call Forwarding**.
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.

Local call forwarding (phone based):

- To enable local call forwarding, dial ***21***, plus the number you want to forward calls to, plus **#**.
- To disable local call forwarding, dial **#21#**.
- For Adjunct cordless phones, use online call forwarding (above) to forward calls for both your cordless phone and desk phone.

Changing Settings

Adjusting Ringing Volume

1. Press **Menu** to enter main menu.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Ringing volume** and press **Select**.
4. Press left or right side of navigation key to adjust the volume.
5. Press **Set** and then **Back**.

Changing Ringing Tone

1. Press **Menu** to enter main menu.
2. Scroll to **Settings** and press **Select**.

3. Scroll to **Ringing tone** and press **Select**.
4. Scroll to desired ringing tone and press **Change** to listen to chosen ringer tone.
5. Press **Back**.

Turning Vibrator On/Off

1. Press **Menu** to enter main menu.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Vibrator** and press **Select**.
4. Scroll to **On** or **Off** and press **Change**.
5. Press **Back**.

Adding Contact to Phone Book

1. Press **Menu** to enter main menu.
2. Scroll to **Phone Book** and press **Select**.
3. Scroll to **Add name/number** and press **Select**.
4. Type the name of the contact using the keys 2-9.
5. Scroll to number and enter the number of the contact (max. 24 digits).
6. Press **Save** to store name and number.

Handset Options Status

To display the status of the handset options (battery, ringer volume, firmware, etc.)

1. Press **Menu** to enter main menu.
2. Scroll to **Status** and press **Select**.
3. Press the top or bottom of the navigation key to highlight the appropriate menu item, and then press **Select** to enter the menu of the selected item.

Headset Volume

1. Press **Menu** to enter main menu.
2. Scroll to **Settings** and press **Select**.
3. Scroll to **Advanced** and press **Select**.
4. Scroll to **Headset** and press **Select**.
5. Scroll to **Headset volume...** and press **Change**.
6. Press left or right side of navigation key to adjust the volume.
7. Press **Set**.

Switch Between Headset and Handset

When the headset is active and the handset is off hook, the audio can be switched between the headset and the handset.

1. Activate handset / headset soft key by pressing the left or the right side of the navigation key.
2. Press **Handset**, and the audio is switched to the handset.
3. Press **Headset**, and the audio is switched back to the headset.

Handset Icons

External incoming call



Internal incoming call



Missed call



Battery charging



Keypad locked



Microphone muted



Silent mode



For more icons, refer to the full user guide available for download at www.8x8.com/Support/BusinessSupport/Documentation.aspx.