



POLYCOM® SOUNDSTATION® IP 5000

QUICK USER GUIDE FOR 8X8 VIRTUAL OFFICE

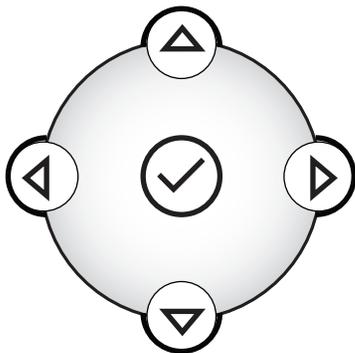
Applies to phones running Polycom Software 3.2.3.x.

NAVIGATE

Scrolling: ▲ or ▼

Step in/out of menus, toggle enabled/
disabled: ▲ or ▼

Enter/Select: ✓



USE BASIC PHONE FEATURES

PLACE A CALL

Press , enter the phone number, and then press the **Send** soft key.

ANSWER A CALL

Press the **Answer** soft key.

To ignore an incoming call, press the **Reject** soft key.

Note: To prevent your phone from ringing, enable **Do Not Disturb**. See [USE DO NOT DISTURB \(DND\)](#).

END A CALL

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

REDIAL

To call the last number you dialed, press .

CREATE CONFERENCE CALLS

You can create an immediate conference with up to two other parties.

To host a conference:

1. Call the first party.
2. After the first party answers, press the **Confrc** soft key. The active call is placed on hold.
3. Enter the number of the second party, and then press the **Send** soft key.
4. When the second party answers, press the **Confrc** soft key. All parties are now joined in the conference.

To manage a conference:

- To put the conference on hold, press the **Hold** soft key. To resume the conference, press the **Resume** soft key.
- To end the conference, press the **End Call** soft key. (The other parties will remain connected.)
- To end the conference and split the conference into two separate calls on hold, press the **Split** soft key.

Note: If you have an active call and a call on hold, you can create a conference between all three parties by pressing **More** then the **Join** soft key.

USE CONFERENCE BRIDGE

To call into a conference:

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

TRANSFER CALLS

To transfer a call:

1. During a call, press the **Trnsfer** soft key. The active call is placed on hold.
2. Enter the number of the party to which you want to transfer the call, and then press the **Send** soft key. To cancel the transfer before the call connects, press the **Cancel** soft key. The original call resumes.
3. When you hear the ring-back sound, or after you speak with the second party, press the **Trnsfer** soft key.

Note: You can automatically transfer the call without speaking to the second party. After you complete step 1, press the **Blind** soft key. Then, complete step 2.

USE DO NOT DISTURB (DND)

To prevent your phone from ringing, press , and go to **Features > Do Not Disturb**.

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

MUTE MICROPHONE

During a call, press . The console LEDs will glow red.

You can hear all other parties while Mute is enabled. The other parties cannot hear you.

To turn off Mute, press  again.

HOLD AND RESUME CALLS

During a call, press the **Hold** soft key. The console LEDs will blink red.

To resume the call, press the **Resume** soft key.

USE LAST CALL RETURN (LCR)

- Press the **New Call** soft key, then the **LCR** soft key.
- You can also press , and go to **Features > Last Call Return**.

USE AUTO ATTENDANT

To access the Auto Attendant:

1. Dial **444**.
2. Follow Auto Attendant voice prompts.

FORWARD CALLS

Note: 8x8 recommends that you use Virtual Office-based call forwarding instead of phone-based call forwarding so your call forwarding instructions are stored in your extension settings 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 call forwarding (Virtual Office):

1. Log in to the Virtual Office desktop app.
2. In the **More** tab, go to **Settings > Account Settings > Call Forwarding**.
3. Update your call forwarding rules, and save. You can return to the app at any time to update your call forwarding rules.

To enable call forwarding (phone-based):

1. From the idle screen, press the **Forward** soft key.
2. Select the forwarding type you want to enable:
 - **Always**—To forward all incoming calls.
 - **No Answer**—To forward all unanswered incoming calls.
 - **Busy**—To forward calls that arrive when you are already in a call.
3. Enter a number to forward calls to. For **No Answer**, enter the number of rings before forwarding.
4. Press the **Enable** soft key.

To disable call forwarding:

1. From the idle screen, press the **Forward** soft key.
2. Select the forwarding type you want to disable.
3. Press the **Disable** soft key.

SEARCH 8X8 CORPORATE DIRECTORY

You can access your 8x8 corporate directory from your Polycom phone, and scroll through the directory or search for contacts to make calls.

To search the corporate directory:

1. Press , and go to **Applications > Apps Home > 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).

VIEW CALL LISTS

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

1. From the idle display:
 - Press  to access the **Placed Calls** list.
 - Press  to access the **Received Calls** list.
 - Press  to access the **Missed Calls** list.
2. Select a call from the list. You can do the following:
 - To place a call, press the **Dial** soft key.
 - To change the phone number before dialing, press the **Edit** soft key.
 - To remove the call from the list, press the **Clear** soft key.
 - To store the contact in your phone's local contact director, press the **Save** soft key.
 - To view information about the call, press the **Info** soft key.

REVIEW VOICEMAIL

An icon on the phone screen, the three LEDs flashing red, and a stuttering dial tone can indicate new voicemail messages.

To listen to voicemail messages:

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

USE SPEED DIALING

To place a call using a speed dial index number:

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

Note: To change speed dial index numbers, see [USE LOCAL CONTACT DIRECTORY](#)

TOGGLE CALL RECORDING

(Available based on subscription)

Based on your subscription, you are able to enable or disable call recording based on whether the Call Recording feature is set to **Record Calls On**.

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

CUSTOMIZE YOUR PHONE

SET RINGTONE

You can change the ringtone on your phone. You can also set distinctive ringtones for contacts in your local contact directory.

To change the incoming ringtone:

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

To set a ringtone for a contact:*

1. Press , and then select **Features > Contact Directory**.
2. Scroll to the contact.
3. Press the **Edit** soft key, and then use  to scroll to **Ring Type**.
4. Enter a number that corresponds to one of the ring types available. (To exit the screen and find the number associated with a ring type, press  twice, and go to **Settings > Basic > Ring Type**.)
5. Press the **Save** soft key.

USE LOCAL CONTACT DIRECTORY

You can store a list of contacts locally on your Polycom phone, and access or manage these contacts at any time.

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

To add a contact:

1. Press , and go to **Features > Contact Directory**.
2. Press **More**, then the **Add** soft key.
3. Enter the contact information (use  and  to scroll between fields):
 - (Optional.) Enter the first and last name of the contact.
 - (Required.) Enter the contact's phone number.
 - (Optional.) Change the speed dial index number. The contact is automatically assigned the next available number.
 - (Optional.) Set the ring type (see [SET RINGTONE](#)).
 - (Optional.) Enter a Divert Contact. This is the third party to which you want this contact's calls sent.
 - (Optional.) Use the scroll keys to enable or disable the Auto Reject and Auto Divert fields.
If you enable the Auto Reject field, each time the contact calls, the call will be diverted to your voicemail system. (If you do not have voicemail and you enable this setting, your phone will still ring.)
If you enable the Auto Divert field, each time the contact calls, the call will be directed to the third party you specified in the Divert Contact field.
4. Press the **Save** soft key.

Note: You can add contacts to your Contact Directory from call lists. See [VIEW CALL LISTS](#).

To edit a contact:

1. Press , and go to **Features > Contact Directory**.
2. Scroll to the contact whose information you want to update, and then press the **Edit** soft key.
3. Update the contact information. For information on the fields you can update, see step 3 in the previous section.
4. Press the **Save** soft key.

To search for a contact:

1. Press , and go to **Features > Contact Directory**.
2. Press the **Search** soft key. Then, enter the first few characters of the contact's first or last name, and then press the **Search** soft key again.

ADJUST VOLUME

To change the speaker volume:

- During a call, press  (either the volume down or volume up side).

To change the ringer volume:

- When the phone is in the idle state, press  (either the volume down or volume up side).

Note: You can also prevent your phone from ringing (see [USE DO NOT DISTURB \(DND\)](#)), or you can choose a silent ring for your phone (see [SET RINGTONE](#)).

For more details, please see the Polycom SoundStation IP 5000 User Guide available at: <http://www.8x8.com/Support/BusinessSupport/Documentation.aspx>



8x8

www.8x8.com