Thank you for choosing the Polycom® SoundStation® IP 6000 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 www.polycom.com/voicedocumentation.

Changes to This Guide

Major changes have occurred to Managing Contacts on page 2-12. The sections related to Corporate Directory have been updated.
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End-User License Agreement for Polycom® Software
Getting Started with Your Phone

This chapter provides basic installation instructions and information for obtaining the best performance from your SoundStation IP 6000 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 ten 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 1-5
• Features of the Phone on page 1-6
• Understanding Line and Call Icons on page 1-11
• Navigating Menus and Entering Data on page 1-12

To read about how to change the settings on your phone, see Chapter 2, Customizing Your Phone. To read about the phone’s basic features, see Chapter 3, Using the Basic Features of Your Phone. To read about more advanced features, see Chapter 4, Using the Advanced 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 6000 package:

- SoundStation IP 6000 Conference Phone
- 25-foot Network Cable
- Quick Start Guide

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

Optional Accessories

The following items are optional accessories for your phone:

- AC Power Kit with:
  - Power Adapter
  - Regional Power Cord
  - Power Insertion Cable
- 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 1-5.
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.

The following figure shows how to connect your phone to the network using a PoE source.

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.

The following figure shows how to connect your phone to the network using optional AC power.

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.

The following figure shows the optional extension microphones connected to the microphone connectors on the phone.

![Diagram showing two extension microphones connected to a phone](image)

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.

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

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Speaker</td>
<td>Allows for ringer and hands-free audio output.</td>
</tr>
<tr>
<td>2 Microphones</td>
<td>Provide 360° coverage by three internal microphones.</td>
</tr>
</tbody>
</table>
| 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:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select key</td>
</tr>
<tr>
<td></td>
<td>Allows you to:</td>
</tr>
<tr>
<td></td>
<td>• Select a field of displayed data</td>
</tr>
<tr>
<td></td>
<td>• Toggle features on or off</td>
</tr>
<tr>
<td>2</td>
<td>Scroll keys</td>
</tr>
<tr>
<td></td>
<td>Allow you to:</td>
</tr>
<tr>
<td></td>
<td>• Scroll through displayed information</td>
</tr>
<tr>
<td></td>
<td>• Enable or disable fields</td>
</tr>
<tr>
<td></td>
<td>From the idle screen, the scroll keys also allow you to:</td>
</tr>
<tr>
<td></td>
<td>• View speed dial information (Up scroll key)</td>
</tr>
<tr>
<td></td>
<td>• View missed calls (Down scroll key)</td>
</tr>
<tr>
<td>3</td>
<td>Volume keys</td>
</tr>
<tr>
<td></td>
<td>Adjust the volume of the speaker and the ringer.</td>
</tr>
</tbody>
</table>
**Getting Started with Your Phone**

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
</table>
| 4     | Mute key    | Toggles the microphone on or off during a conversation by doing the following:  
|       |             | • Stopping local audio from being heard at the far end of the call  
<p>|       |             | • Allowing local audio to be heard at the far end of the call |
| 5     | Dial pad keys | Contain 10 digits, 26 alphabetic characters, and other special characters available in context-sensitive applications. |
| 6     | Redial key  | Automatically dials the last number you called. |
| 7     | Call key    | Initiates or ends a call. |
| 8     | Soft keys   | Select specific context-sensitive functions that display on the screen above each soft key. |</p>
<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Exit key Exits the current screen and returns to the previous menu.</td>
</tr>
</tbody>
</table>
| 10   | Menu key Allows you to:  
|      | • Access additional features and configuration settings  
|      | • Exit the current screen and return to the idle screen |
| 11   | 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 Forwarding 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. |
# Understanding Line and Call Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Line or Call State</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="HD Icon" /></td>
<td>Active call using Polycom® HD Voice™ technology</td>
<td>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:</td>
</tr>
<tr>
<td><img src="image" alt="HD Icon" /></td>
<td>Active call not using Polycom HD Voice</td>
<td>A call is in progress that does not use Polycom HD Voice.</td>
</tr>
<tr>
<td><img src="image" alt="Conference Icon" /></td>
<td>Conference</td>
<td>A conference is in progress. See Hosting Conference Calls on page 3-6.</td>
</tr>
<tr>
<td><img src="image" alt="Dialing Icon" /></td>
<td>Dialing</td>
<td>The phone is dialing a number.</td>
</tr>
<tr>
<td><img src="image" alt="Do Not Disturb Icon" /></td>
<td>Do Not Disturb</td>
<td>You have enabled the Do Not Disturb feature on your phone. Your phone will not ring. See Using Do Not Disturb on page 3-13.</td>
</tr>
<tr>
<td><img src="image" alt="Forwarding Icon" /></td>
<td>Forwarding</td>
<td>You have enabled the forwarding feature on your phone. See Forwarding Calls on page 3-10.</td>
</tr>
<tr>
<td><img src="image" alt="Hold Icon" /></td>
<td>Hold</td>
<td>A call or conference is on hold. See Holding and Resuming Calls on page 3-5 and Holding and Resuming Conferences on page 3-8.</td>
</tr>
<tr>
<td><img src="image" alt="Registered Line Icon" /></td>
<td>Registered line</td>
<td>The phone can place and receive calls.</td>
</tr>
<tr>
<td><img src="image" alt="Registered Shared Line Icon" /></td>
<td>Registered shared line</td>
<td>The phone, which shares a directory number with another phone, can place and receive calls. See Understanding Shared Lines on page 2-26.</td>
</tr>
</tbody>
</table>
Navigating Menus and Entering Data

To navigate menus and enter data, follow these tips:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Line or Call State</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Ringing</td>
<td>The phone is ringing.</td>
</tr>
<tr>
<td>📞</td>
<td>Unregistered Line</td>
<td>The phone is unable to place and receive calls.</td>
</tr>
<tr>
<td>📩</td>
<td>Voice mail message</td>
<td>You have a new voice mail message. See Using Voice Mail on page 3-16.</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then do this...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter the main menu</td>
<td>Press 📦.</td>
</tr>
<tr>
<td>Exit the main menu and return to the idle screen</td>
<td>Press 📦.</td>
</tr>
<tr>
<td>Return to the previous menu</td>
<td>Press ⬅️. In some cases, you can press the Back soft key to return to the previous menu.</td>
</tr>
<tr>
<td>Scroll through menu items</td>
<td>Use 📡. When lists appear on more than one page, you can press the * key to Page Up, or press the # key to Page Down.</td>
</tr>
<tr>
<td>Scroll through lists or fields</td>
<td>Use 🚶️ or the Next and Prev soft keys.</td>
</tr>
<tr>
<td>Select a menu item</td>
<td>Do one of the following:</td>
</tr>
<tr>
<td></td>
<td>• Scroll to the menu item, and then press 📥️.</td>
</tr>
<tr>
<td></td>
<td>or • 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.</td>
</tr>
</tbody>
</table>
## Getting Started with Your Phone

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then do this...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter text</td>
<td>Press the dial pad keys one or more times. For example, to enter ‘A,’ press 2. To enter ‘C,’ press 222.</td>
</tr>
<tr>
<td>Enter numbers, uppercase characters, or lowercase characters</td>
<td>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.</td>
</tr>
<tr>
<td>Enter special characters</td>
<td>Do the following:</td>
</tr>
<tr>
<td></td>
<td>• Press the * and # keys one or more times.</td>
</tr>
<tr>
<td></td>
<td>• 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.</td>
</tr>
<tr>
<td>Enter text in a specific language</td>
<td>Press the <strong>Encoding</strong> soft key. When in text entry mode, the language the text will display in appears at the top of the screen.</td>
</tr>
<tr>
<td>Enter a space</td>
<td>Press the 0 key three times quickly.</td>
</tr>
<tr>
<td>Delete text you entered</td>
<td>Press the &lt;&lt; soft key.</td>
</tr>
<tr>
<td>View additional soft keys</td>
<td>Press the <strong>More</strong> soft key.</td>
</tr>
<tr>
<td>Enable or disable fields</td>
<td>Use or the <strong>Change</strong> soft key.</td>
</tr>
<tr>
<td>Enable or disable menu items</td>
<td>Press .</td>
</tr>
</tbody>
</table>
You can customize your SoundStation IP 6000 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 2-10
- Using Call Lists on page 2-10
- Managing Contacts on page 2-12
- Managing Incoming Calls on page 2-24
- Understanding Shared Lines on page 2-26

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

To learn about your phone’s basic features, see Chapter 3, Using the Basic Features of Your Phone. To read about the phone’s advanced features, see Chapter 4, Using the Advanced 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 \( \text{Menu} \), 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 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 2-20).

Updating the Language

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

To change the language:

1. Press \( \text{Menu} \), and then select Settings > Basic > Preferences > Language.
   The Language screen displays.

   ![Language Menu]

2. Scroll to the language you want, and then press \( \text{Select} \).
   The text on the screen changes to the language that you selected.

3. Press \( \text{Menu} \) to return to the idle screen.
**Updating the Time and Date Display**

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.

![Date and Time Display](image)

**To update the time and date display:**

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

   The Time and Date screen displays.

   ![Time and Date Menu](image)

2. Do one of the following:
   - To change the date format, press `Menu`.
   - To change the time format, scroll to **Clock Time**, and then press `Menu`.

   or

   - To change the time format, scroll to **Clock Time**, and then press `Menu`.


The Clock Date screen or the Clock Time screen displays.

```
Clock Date
1. 1 Jan, Mon
2. 1 January, Monday
3. Jan 1, Mon
```

or

```
Clock Time
1. 24
2. 12 AM/PM
```

3. Scroll to the date or time format you want, and then press \( \text{Select} \).
4. Press \( \text{Menu} \) to return to the idle screen.

**To change the order of the time and date display:**

1. Press \( \text{Menu} \), and then select Settings > Basic > Preferences > Time and Date > Clock Order.
   
The Clock Order screen displays.

```
Clock Order
1. Time before date
2. Date before time
```

2. Scroll to the clock order you want, and then press \( \text{Select} \). The default setting is date before time.
3. Press \( \text{Menu} \) to return to the idle screen.
To enable or disable the time and date display:

1. Press Menu, 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**.
   - 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 Enter.

4. Press Menu 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 Menu, 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 \[\text{ }\] 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 \①, and then select Settings > Basic > Backlight Intensity.
   The Backlight Intensity screen displays.

   ![Backlight Intensity]

   1. Backlight On Intensity...
   2. Backlight Idle Intensity...
   3. Maximum Intensity...

2. Select Backlight On Intensity.
   The Backlight On Intensity screen displays.

   ![Backlight On Intensity]

   1. □ High
   2. □ Medium
   3. □ Low

3. Scroll to the intensity you want, and then press \①. 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 \①.

5. Select Backlight Idle Intensity.
   The Backlight Idle Intensity screen displays.

   ![Backlight Idle Intensity]

   1. □ High
   2. □ Medium
   3. □ Low

6. Scroll to the intensity you want, and then press \①. 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 \①.
8. Select Maximum Intensity.
   The Maximum Intensity screen displays.

   ![Maximum Intensity Screen]

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 Enter.

11. Press 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.

   ![Ring Type Screen]

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 Enter.

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 \(\text{Menu}\), and then select **Features > Contact Directory**.
   The Directory screen displays.

   ![Directory Screen]

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.

   ![Edit Contact Screen]

4. Use the **Next** soft key to 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 \(\text{Menu}\) to return to the idle screen.
Adjusting the Speaker and Ringer Volume

To adjust the speaker volume:
>> During a call, press either \[\text{Vol}^-\] or \[\text{Vol}^+\].

To adjust the ringer volume:
>> When the phone is in the idle state, press either \[\text{Vol}^-\] or \[\text{Vol}^+\].

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 2-10). 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.

![idle screen showing a missed 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 \[\text{Menu}\] , and then select Features > Call Lists > Missed Calls, Received Calls, or Placed Calls.
   or
   – To quickly view the missed calls list, press \[\text{Vol}^-\] from the idle screen.
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 \( \text{MENU} \), and then select \textbf{Features} > \textbf{Call Lists}.

The Call Lists screen displays.

```
Call Lists
1. Missed Calls...
2. Received Calls...
3. Placed Calls...
```

2. Do one of the following:

- To clear the records in a call list, select \textbf{Clear}, and then scroll to either \textbf{Missed Calls}, \textbf{Received Calls} or \textbf{Placed Calls}. Then, press \( \text{SELECT} \).

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

```
Clear
1. Missed Calls Cleared!
2. Placed Calls
```

\textbf{Note} To manually clear all calls in all call lists, restart the phone. See \textbf{Restarting the Phone} on page 4-10.

or

- To view and manage a call list, scroll to either \textbf{Missed Calls}, \textbf{Received Calls}, or \textbf{Placed Calls}, and then press \( \text{SELECT} \). The call list information displays.
The following figure shows a Placed Calls list.

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 2-20 and Adding Contacts to Your Contact Directory from a Corporate Directory on page 2-18.

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 \[ \text{Menu} \], and then select \text{Features} > \text{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.

![Directory Screen](image)

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.

1. Press \[ \text{Menu} \], and then select \text{Features} > \text{Corporate Directory}.

   The Corporate Directory search screen displays.

2. Search for the contact. (See Searching for Contacts in Your Corporate Directory on page 2-20.)

   ![Search Screen](image)

   \textbf{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 2-14.

   \textbf{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 2-14.
**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 \(\text{Menu}\), and then select Settings > Basic > Preferences > Corporate Directory > View Persistency.
2. Scroll to Enabled, and then press \(\text{Select}\).
3. Press \(\text{Exit}\).
4. Press \(\text{Menu}\) 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 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 \( \text{Menu} \), and then select Features > 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.

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

   - (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 1-12.)
     
     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.


Note

Your phone may not display all the following fields. For more information, see your system administrator.
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 3-14.

— (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 figures, Ann Brown has been assigned the label “Sales.”

— (Optional.) Set the Ring Type.

For information on setting the ring type, see Updating the Ring Tone on page 2-8.

— (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.

Use the scroll keys or the Change soft 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).
(Optional.) Change the Watch Buddy and Block Buddy settings.

If you set the Watch Buddy field to enabled, you can monitor the contact’s status. If you set the Block Buddy field to enabled, the contact cannot monitor your status. For more information on monitoring status, see Using Buddy Lists on page 4-2.

Use the scroll keys or the Change soft key to switch between the Enabled and Disabled settings for the Watch Buddy and Block Buddy fields.

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. Do one of the following:
   
   — To select a call list, press \, and then select Features > Call Lists > Missed Calls, Received Calls, or Placed Calls.
   
   or
   
   — To quickly see a list of missed calls, press \ from the idle screen.

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.

   The following figure shows the message that displays when you save a contact to your Contact Directory.

   ![Placed Calls](image)

   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 2-12. To update missing contact information, see Adding Contacts Manually (step 3) on page 2-15.
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 \begin{itemize} \item \text{Menu} \end{itemize}, and then select Features > Corporate Directory.

   The Corporate Directory search screen displays.

   \textbf{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 2-14.

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 2-20.

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 \begin{itemize} \item \text{Menu} \end{itemize} to return to the idle screen.

   \textbf{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 2-12. To update contact information, see Adding Contacts Manually (step 3) on page 2-15.
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 † , and then select Features > 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 2-14.

To search for a contact in the Corporate Directory:

1. Press \( \text{Menu} \), and then select **Features > 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 2-14.

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.

![Advanced Find Screen](image)

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 \( \text{Menu} \) 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 \( \text{Menu} \), and then select Features > Contact Directory.

   The Directory screen displays.

   ![Directory Screen](image)

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 2-19).

   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. Use the Next and Prev soft keys to scroll between fields.
   For information on the fields you can update, see Adding Contacts Manually (step 3) on page 2-15.
5. Press the Save soft key.
6. Press the soft key 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 , and then select Features > 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 2-19).
   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 the soft key 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 \( \text{menu} \), and then select Features > 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 2-19).

   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 \( \text{menu} \), and then select Features > 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 2-14.

2. Scroll to the contact you want to call. Or, search for the contact (see Searching for Contacts in Your Corporate Directory on page 2-20).

   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.)

Note

Rejecting calls is not available on shared lines.

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

1. Press \textit{\textless\textless \textgreater}, and then select Features > 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 2-19).

   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.

![Edit Contact Screen](image)

4. Use the **Next** soft key to scroll to the **Auto Reject** field, and then change the Auto Reject setting to **Enabled**. Use the scroll keys or the **Change** soft key to select Enabled.

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

6. Press **MENU** 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 **MENU**, and then select **Features > Contact Directory**.

The Directory screen displays.

![Directory Screen](image)

2. Scroll to the contact for whom you want to transfer calls. Or, search for the contact (see **Searching for Contacts** on page 2-19).

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. Use the **Next** soft key to 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. Use the **Next** soft key to scroll to the **Auto Divert** field, and then change
   the Auto Divert setting to **Enabled**. Use the scroll keys or the **Change** soft
   key to select Enabled.

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

7. Press **** to return to the idle screen.

### Understanding Shared Lines

*Note*

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

If two phones share a line, an incoming call to one number will cause both
phones to ring. The call can be answered by either phone, but not both. If your
phone shares a line, a shared line icon that is half black and half grey displays
on the screen.

The following figure shows the shared line icon at the top left of the screen.

The shared line icon changes to a moving icon, and the console’s LEDs glow a
steady red, when the line is in use remotely.

Calls on shared lines can be transferred, put on hold, or added to a conference.
You cannot forward or reject calls on shared lines.

For information on answering calls with shared lines, see **Answering Calls** on
page 3-4.
Using the Basic Features of Your Phone

Your SoundStation IP 6000 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 on page 3-2
- Answering Calls on page 3-4
- Ending Active Calls on page 3-4
- Muting the Microphone on page 3-4
- Redialing Numbers on page 3-5
- Holding and Resuming Calls on page 3-5
- Hosting Conference Calls on page 3-6
- Transferring Calls on page 3-9
- Forwarding Calls on page 3-10
- Using Do Not Disturb on page 3-13
- Managing Speed Dial Entries on page 3-14
- Using Voice Mail on page 3-16

For information on the advanced features of your phone, see Chapter 4, Using the Advanced Features of Your Phone.
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 Jane Smith at directory number 1951 that has lasted for nine seconds.

To place a call off-hook (to dial a phone number, IP address, or URL):

1. To obtain a dial tone, press \( \text{or the New Call soft key.} \)
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.

3. Press the Send soft key.

   **Note**

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

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.
Using the Basic Features of Your Phone

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 3-14.

To place a call using a speed dial index number:

1. Press $\text{Speed Dial Info}$.

   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.

Note

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 Menu key, and then select Features > Call Lists > Missed Calls, Received Calls, or Placed Calls. Scroll to the call you want to dial, and then press the Dial soft key. For more information, see Using Call Lists on page 2-10.

- To access your Contact Directory or Corporate Directory (if enabled for your phone), press the Menu key, and then select Features > 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 2-12.

- 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.
**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 3-13).
- You can forward incoming calls by pressing the Forward soft key (see Forwarding Calls Dynamically on page 3-13).
- 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 three console LEDs glow red to indicate that the other party (or parties) cannot hear you. You can still hear all other parties while Mute is enabled.

To turn off the Mute feature, press again.
To mute the microphone if you use external microphones:

>> Press \( \text{Microphone} \) on the phone or the \( \text{Mute} \) button on the top of the external microphones.

To turn off the Mute feature, press \( \text{Mute} \) again.

**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 \( \text{Redial} \).

**To redial a previously dialed number:**

1. Press \( \text{Menu} \), and then select **Features > Call Lists > Placed Calls**.
   The Placed Calls screen displays.

   ![Placed Calls Screen]

   2. Scroll to the number you want to redial, and then press 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 3-8.)
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.

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 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 3-6
• Holding and Resuming Conferences on page 3-8
• Splitting Conferences on page 3-8
• Ending Conferences on page 3-9

Setting Up Conferences

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

• Using 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 the Confrnc 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 Confrnc soft key to join all parties in the conference.

The Active:Conference screen displays.

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.

Note: If configured for single key-press conferences, you do not have to press the Confrnc soft key again.

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.
**Holding and Resuming Conferences**

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

**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.

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.
  - See **Performing a Consultative Transfer** on page 3-9.

- **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.
  - See **Performing a Blind Transfer** on page 3-10.

- **Attended transfer** – The parties are automatically connected to each other after you exit a conference.
  - Set up a conference call and then end your participation. For more information, see **Setting Up Conferences** on page 3-6 and **Ending Conferences** on page 3-9.

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 **Transfer** 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 Transfer 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 Transfer 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 Transfer soft key.

   The following screen, with the Blind soft key, displays.

   ![Screen With Blind Soft Key](image)

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**

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

Call forwarding is not available on shared lines.

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 2-24.
To access forwarding options:

Do one of the following:

- Press \text{Menu} and then select \text{Features} > \text{Forward}.
  
  or
  
- From the idle screen, press the \text{Forward} soft key.

Forwarding Calls Statically

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

To forward calls to another extension:

1. From the idle screen, press the \text{Forward} soft key.

   The Forwarding Type Select screen displays.

   \begin{center}
   \begin{tabular}{|l|}
   \hline
   \textbf{Forwarding Type Select} \\
   \hline
   1. \textbf{Always (Disabled)} \\
   2. \textbf{No Answer (Disabled)} \\
   3. \textbf{Busy (Disabled)} \\
   \hline
   \end{tabular}
   \end{center}

2. Scroll to the forwarding type you want, and then press \text{Enter}. The options are:

   - \textbf{Always} — To forward all incoming calls.
   - \textbf{No Answer} — To forward all unanswered incoming calls.
   - \textbf{Busy} — To forward calls that arrive when you are already in a call.

3. Do one of the following:

   - If you selected \textbf{Always}, the Call Forward Always screen displays.

   \begin{center}
   \begin{tabular}{|l|l|}
   \hline
   \textbf{Call Forward Always (1/Ascii)} \\
   \hline
   \textbf{Contact:} \\
   \hline
   \text{Enable} & \text{1/A/a} \\
   \hline
   \end{tabular}
   \end{center}

   Enter a number to forward all incoming calls to.
If you selected No Answer, the Call Forward No Answer screen displays.

![Call Forward No Answer (1/Ascii)](image)

Do the following (use the Next and Prev soft keys to move between fields):

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

![Call Forward Busy (1/Ascii)](image)

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, a moving arrow displays on the idle screen next to the directory number.

**To disable call forwarding:**

1. From the idle screen, press the Forward soft key.

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

The following screen shows the forwarding type “Always” enabled.
2. Scroll to the forwarding type you want to change, and then press \texttt{Disable}.
   A screen displays showing the details of the forwarding type you want to disable.

<table>
<thead>
<tr>
<th>Call Forward Always (1/Ascii)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact: 1954</td>
</tr>
<tr>
<td>□ □ □ □ □ □ □ □ □ □ □ □ □ □ □</td>
</tr>
<tr>
<td>Disable</td>
</tr>
<tr>
<td>1/A/a</td>
</tr>
</tbody>
</table>

3. To turn off call forwarding, press the \texttt{Disable} soft key.

\textbf{Forwarding Calls Dynamically}

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

\textbf{To forward an incoming call to another extension:}

1. While your phone rings, press the \texttt{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 \texttt{<<} soft key to delete the number.

3. Press the \texttt{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.

\textbf{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 \textbf{Using Call Lists} on page 2-10). 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 \( \text{MND} \) and then select Features.

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

   \[ \text{Features} \]
   \[ 1. \text{Do Not Disturb} \]
   \[ 2. \text{Forward...} \]
   \[ 3. \text{Contact Directory...} \]

2. To toggle Do Not Disturb on or off, press \( \text{MND} \).

   When you enable Do Not Disturb, a flashing icon, \( \text{X} \), displays at the top left of the screen. When you disable Do Not Disturb, the registered line icon, \( \text{H} \), displays instead.

   The following figure shows what the Features menu looks like with Do Not Disturb enabled.

   \[ \text{Features} \]
   \[ X \] 1. \text{Do Not Disturb}  
   2. \text{Forward...}  
   3. \text{Contact Directory...} 

3. Press \( \text{MND} \) to return to the idle screen.

   If you enabled Do Not Disturb, the idle screen displays a flashing icon, \( \text{X} \), next to the directory number.

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 2-14.
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 `Menu`, and then select **Features > 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. Use the **Next** and **Prev** soft keys to 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 `Menu` to return to the idle screen.
Using Voice Mail

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.
Using the Advanced Features of Your Phone

This chapter provides operating instructions for the advanced features of the SoundStation IP 6000 conference phone. If you require additional information or assistance with these features, contact your system administrator.

For information on the basic features of your phone, see Chapter 3, Using the Basic Features of Your Phone.

This chapter includes the following topics:

- Handling Multiple Call Appearances on page 4-1
- Using Buddy Lists on page 4-2
- Using Instant Messaging on page 4-8
- Restarting the Phone on page 4-10

Handling Multiple Call Appearances

Your system administrator can set up your phone to have one or more call appearances. If your phone is set up to have multiple call appearances, your phone screen can display information for multiple calls, and you can handle active and held calls at the same time. Your phone can handle a maximum of eight different calls, or eight “appearances” at one time.

If two are more calls are taking place, the phone displays a counter at the top right of the display. For example, in the following figure, “1/3” indicates that the call to James Lee is the first one out of a total of three.

To display the other two calls on hold, use the scroll keys.
A buddy list is a list of users/devices whose status, or “presence,” you can monitor. Your contacts update their presence setting (for example, Be right back, Out to lunch, or Busy), and you can view their status in real time from your phone’s Buddy Status screen. If you like, you can block others from monitoring your status.

Your phone can “watch” the status of up to eight other phones. These phones form your “buddy list.” Your phone can be monitored by up to eight other phones.

If your phone is configured to work with Microsoft Office Live Communications Server 2005, the behavior of presence settings and buddy lists is different. For more information, see Integrating with Microsoft Office Live Communications Server 2005 on page 4-7, or contact your system administrator.

**Updating Presence Settings**

Your presence setting indicates your status (either online, busy, be right back, away, out to lunch, offline, or do not disturb). Update your presence setting so that other users can monitor your status from their phones.

**To change your presence setting:**

1. Do one of the following:
   - Press [Features], and then select **Presence > My Status**.
   - From the idle screen, press the **MyStat** soft key.

   The My Status screen displays.

2. Scroll to the status you want, and then press [Dial]. The default status is Online.

3. Press [Menu] to return to the idle screen.
The following figure shows what the idle screen looks like when you assign a presence status (in this case, “Be right back”). If you assign the status “Online” (the default status), the presence status does not display on the screen.

**Selecting Contacts to Monitor**

Select the contacts whose presence you want to monitor by updating the contacts in your buddy list. You add contacts to your buddy list from your local Contact Directory. To view the status of contacts in your buddy list, see Monitoring the Status of Contacts in Your Buddy List on page 4-6.

**Note**

If your call server is Microsoft Office Live Communications Server 2005, see Integrating with Microsoft Office Live Communications Server 2005 on page 4-7.

**To update your buddy list:**

1. Press **Features**, and then select **Features > 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 2-19).

   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.

   ![Edit Contact Screen](image)

   **First Name: James**
   **Last Name: Lee**

4. Use the **Next** and **Prev** soft keys to scroll to the **Watch Buddy** field, and then use the scroll keys or the **Change** soft key to choose **Enabled** or **Disabled**.

   When Watch Buddy is enabled, the contact is added to your buddy list and you can monitor the contact’s status. When Watch Buddy is disabled, the contact is removed from your buddy list and you cannot monitor the contact’s status.

   The default for Watch Buddy is Disabled.

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

6. Press **menu** to return to the idle screen.

---

**Blocking Contacts from Viewing Your Status**

Block a contact in your Contact Directory if you don’t want the contact to view your status. If you unblock a contact, the contact can add you to their buddy list and view your status. You can also use your Blocked List to unblock contacts (see Using Your Blocked List to Unblock Contacts on page 4-6).

**Note**

To view a list of contacts that can and cannot monitor your status, do the following:

- To view contacts that cannot view your status, press the **Menu** key, and then select **Features > Presence > Blocked List**.
- To view contacts that can view your status, press the **Menu** key, and then select **Features > Presence > Watcher List**.
To block or unblock a contact:

1. Press \( \text{Menu} \), and then select Features > 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 2-19).
   
   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. Use the Next and Prev soft keys to scroll to the Block Buddy field, and then use the scroll keys or the Change soft key to choose Enabled or Disabled.
   
   When Block Buddy is enabled, the contact cannot watch your phone. The contact will display in your Blocked List.
   
   When Block Buddy is disabled, the contact can watch your phone. The contact will display in your Watcher List.
   
   The default for Block Buddy is Disabled.

5. Press the Save soft key.

6. Press \( \text{Menu} \) to return to the idle screen.
Using Your Blocked List to Unblock Contacts

Use the Blocked List to quickly unblock a contact, rather than updating the Block Buddy setting for the contact in your Contact Directory.

To use your Blocked List to unblock a contact:

1. Press MENU, and then select Features > Presence > Blocked List.
   The Blocked List screen displays.

   ![Blocked List Screen]

   1. Ann Brown (1955)

   Unblock

2. Scroll to the contact.

3. Press the Unblock soft key.

4. Press MENU to return to the idle screen.

   The contact can now watch your phone. The contact will display in your Watcher List. (To view your Watcher List, press the Menu key, and then select Features > Presence > Watcher List.)

Monitoring the Status of Contacts in Your Buddy List

You can monitor the status of all the contacts in your buddy list, except those contacts that have blocked you from viewing their status. (To add contacts to your buddy list, see Selecting Contacts to Monitor on page 4-3.)

To monitor a contact in your buddy list:

Do one of the following:

- From the idle screen, press the Buddies soft key.

  or

- Press MENU, and then select Features > Presence > Buddy Status.

   The Buddy Status screen displays, listing the status of all your buddies. From this screen, you can scroll to and dial the contact.

   ![Buddy Status Screen]

   1. Ann Brown (Offline)

   2. James Lee (Away)

   Dial  More
Integrating with **Microsoft Office Live Communications Server 2005**

Your system administrator can configure your phone to work with Microsoft Office Live Communications Server 2005 and communicate with others using Microsoft Office Communicator and Windows Messenger. From your phone, you can invite, join, control, and monitor integrated multipoint conferences.

Any contact added through your buddy list will appear as a contact in Microsoft Office Communicator and Windows Messenger. Any contact added as a contact in Microsoft Office Communicator and Windows Messenger will appear in your buddy list. You can access your Privacy List on the phone to allow or disallow your contacts from monitoring your presence.

To view and change your presence, see **Updating Presence Settings** on page 4-2. For more information on integrating with Microsoft Office Live Communications Server 2005, contact your system administrator.

**To add a contact to your buddy list:**

1. Press ➪, and then select Features > Presence > Buddy Status.
2. Press the Add soft key.
3. Enter the phone number of the contact.
4. Press the Submit soft key.
5. Press ➪ to return to the idle screen.

**To view and change your privacy list:**

1. Press ➪, and then select Features > Presence > Buddy Status > Privacy List.
2. Scroll to the contact.
3. Press the Edit soft key.
4. Scroll to Access, and then use the scroll keys to select Enabled.

When Access is enabled, you allow the contact to see your presence. When Access is disabled, you prevent the contact from viewing your presence.

The default for Access is Disabled.

5. Press ➪ to return to the idle screen.

For more information on contacting buddies, see the Microsoft Office Communicator and Windows Messenger documentation.
Using Instant Messaging

Note

Instant Messaging is an optional feature that your system administrator enables. Your system may not support it. For more information, contact your system administrator.

You can send and receive instant messages using your phone. Your phone may indicate instant messages by the following:

- An icon, ☉, on the phone screen
- A stutter dial tone instead of a normal dial tone

Managing Instant Messages

From the Instant Messages screen, you can view instant messages, delete a message, or create a new message. Messages display in the order they are received (the first message received displays first).

To manage instant messages:

1. Press ☉, and then select Features > Messages > Instant Messages.
2. From the Instant Messages screen, you can do the following:
   - To view instant messages, press the Next or Prev soft keys to cycle through the messages in order.
   - To delete a message, press the Next or Prev soft keys to scroll to the message, and then press the Delete soft key.
   - To create a new message, press the New soft key. (See Sending Instant Messages on page 4-9.)
### Sending Instant Messages

**To send an instant message:**

1. Press `Menu`, and then select `Features > Messages > Instant Messages`. The Instant Messages screen displays.

2. Do one of the following:
   - To send a message, press the New soft key.
     Enter the phone number or IP address, and then press the Ok soft key. Or, to enter a URL, press the 1/A/a soft key to select uppercase or lowercase mode, enter the URL, and then press the Ok soft key.
     (To enter special characters, see *Navigating Menus and Entering Data* on page 1-12.)
   - To reply to a message, press the Next or Prev soft keys to select a message. Then, press the Reply soft key.
     The Instant Messages screen displays. The phone number or URL you entered or selected displays on the screen.

3. Do one of the following:
   - To choose from various pre-scripted short messages, press the Select soft key. From the Message Select screen, scroll to the message you want.
   - To compose a custom message, press the Edit soft key. Then, enter your message. (To enter a message, see *Navigating Menus and Entering Data* on page 1-12.)

4. Press the Send soft key.

5. Press `Menu` to return to the idle screen.
Restarting the Phone

Periodically, you may need to restart your phone so your phone can accept a new configuration.

To restart the phone:

1. Press \( \text{Menu} \), and then select Settings > Basic > Restart Phone.

   The Restart Phone screen displays. The message “Are you sure?” displays.

2. If you still want to restart the phone, press the Yes soft key.

   The restart process begins. The process ends when the idle screen displays.

Note: If your phone malfunctions, you may be able to restore normal operation without restarting it. Before you restart your phone, contact your system administrator.

Note: Call lists are automatically cleared when you restart your phone.
Troubleshooting Your Phone

This chapter contains general troubleshooting information to help you solve any problems you might encounter when you use the SoundStation IP 6000 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 5-2
- Power and Startup on page 5-2
- Controls on page 5-3
- Access to Screens and Systems on page 5-4
- Calling on page 5-5
- Displays on page 5-6
- Audio on page 5-6
- Productivity Suite on page 5-6

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 5-7.

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

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Problem</th>
<th>Corrective Action</th>
</tr>
</thead>
</table>
| 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

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Problem</th>
<th>Corrective Action</th>
</tr>
</thead>
</table>
| 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

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Problem</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>The dial pad does not work.</td>
<td>The dial pad on the phone does not respond.</td>
<td>Try the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Check for a response from other feature keys or from the dial pad.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Place a call to the phone from a known working telephone. Check for display updates.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Check if the LAN port is active or inactive. Press the <strong>Menu</strong> key, and then select <strong>Status &gt; Network &gt; Ethernet</strong>. From the Ethernet screen, scroll to <strong>LAN port</strong> and verify that it is Active.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 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).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 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.</td>
</tr>
</tbody>
</table>
## Access to Screens and Systems

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Problem</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>There is no response when you press a feature key.</td>
<td>The phone is not in an active state.</td>
<td>Try the following: &lt;br&gt;• Press the keys more slowly. &lt;br&gt;• 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. &lt;br&gt;• To confirm the line is actively registered to the call server, press the <strong>Menu</strong> key, and then select <strong>Status &gt; Lines &gt; Line Information</strong>. From the Line Information screen, verify that your phone line is registered. &lt;br&gt;• To attempt re-registration with the call server, reboot the phone. For more information, see your system administrator.</td>
</tr>
<tr>
<td>The display shows “Network Link is Down.”</td>
<td>The network cable is not properly connected.</td>
<td>See <em>Power and Startup</em> on page 5-2.</td>
</tr>
</tbody>
</table>
# Calling

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Problem</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>There is no dial tone.</td>
<td>Power is not correctly applied to the phone.</td>
<td>Verify that power is correctly applied to the phone:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Check that the display is illuminated.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Ensure the network cable is inserted properly on the underside of the phone. (Try unplugging and re-inserting the cable.)</td>
</tr>
<tr>
<td>There is no audible ring tone.</td>
<td>Ringer volume is low, or the Ring Type is set to Silent Ring.</td>
<td>Verify ringer volume and Ring Type:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• To adjust the ringer volume, press either of the volume keys when the phone is in the idle state.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Check that the Ring Type is not set to Silent Ring. (See Updating the Ring Tone on page 2-8.)</td>
</tr>
<tr>
<td>Outbound or inbound calling is unsuccessful.</td>
<td></td>
<td>Place a call to the phone under investigation. Check that the display indicates incoming call information.</td>
</tr>
<tr>
<td>A “hollow” phone icon displays at the top of the screen.</td>
<td>The phone is not registered to a server.</td>
<td>Ask your system administrator to register the phone to a server.</td>
</tr>
</tbody>
</table>
Displays

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Problem</th>
<th>Corrective Action</th>
</tr>
</thead>
</table>
| 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 2-5.) |
| 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

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Problem</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>The speaker has no audible sound.</td>
<td>Speaker volume is low.</td>
<td>Adjust the speaker volume. During a call, press the volume keys to adjust the volume.</td>
</tr>
</tbody>
</table>

Productivity Suite

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Problem</th>
<th>Corrective Action</th>
</tr>
</thead>
</table>
| You are trying to access Corporate Directory, but it is not available on your phone. | The license is not installed on your phone or it has expired. | Do the following:  
1. Press the **Menu** key, and then select **Status > Licenses**.  
2. Using the arrow keys, verify that the feature you want to use has a valid license.  
For more information, contact your system administrator. |
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 \[\text{Menu}\] and then select \text{Status} > \text{Diagnostics} > \text{Test Hardware} > \text{Audio Diagnostics}, \text{Keypad Diagnostics}, or \text{Display Diagnostics}.\]
Safety Notices

**Service Agreements**

Please contact your Polycom Authorized Reseller for information about service agreements applicable to your product.

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Polycom is expected to warrant any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer. Products returned to Polycom must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to Polycom until the returned item is received by Polycom. The repaired or replaced item will be shipped to Customer, at Polycom’s expense, not later than thirty (30) days after Polycom receives the defective product, and Polycom will retain risk of loss or damage until the item is delivered to Customer.

Exclusions

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- Failure to follow Polycom’s installation, operation, or maintenance instructions.
- Unauthorized product modification or alteration.
- Unauthorized use of common carrier communication services accessed through the product.
- Abuse, misuse, negligent acts or omissions of Customer and persons under Customer’s control; or
- Acts of third parties, acts of God, accident, fire, lightning, power surges or outages, or other hazards.

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<table>
<thead>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Part 15 FCC Rules</strong></td>
</tr>
<tr>
<td>This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:</td>
</tr>
<tr>
<td>1. This device may not cause harmful interference, and</td>
</tr>
<tr>
<td>2. This device must accept any interferences received, including interference that may cause undesired operation.</td>
</tr>
<tr>
<td><strong>Class B Digital Device or Peripheral</strong></td>
</tr>
<tr>
<td>Note: This equipment is tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:</td>
</tr>
<tr>
<td>1. Reorient or relocate the receiving antenna.</td>
</tr>
<tr>
<td>2. Increase the separation between the equipment and receiver.</td>
</tr>
<tr>
<td>3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.</td>
</tr>
<tr>
<td>4. Consult the dealer or an experienced radio/TV technician for help.</td>
</tr>
<tr>
<td><strong>Modifications</strong></td>
</tr>
<tr>
<td>In accordance with Part 15 of the FCC Rules, the user is cautioned that any changes or modifications not expressly approved by Polycom, Inc. could void the user’s authority to operate the equipment. This equipment may not be used on a coin service or party line.</td>
</tr>
<tr>
<td><strong>Installation Instructions</strong></td>
</tr>
<tr>
<td>Installation must be performed in accordance with all relevant national wiring rules.</td>
</tr>
<tr>
<td>When using Power over Ethernet (PoE), the equipment is to be connected only to PoE networks without connections to the outside plant.</td>
</tr>
<tr>
<td><strong>Plugs Acts as Disconnect Device</strong></td>
</tr>
<tr>
<td>The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.</td>
</tr>
<tr>
<td><strong>Industry Canada (IC)</strong></td>
</tr>
<tr>
<td>This Class [B] digital apparatus complies with Canadian ICES-003.</td>
</tr>
<tr>
<td><strong>CE and VCCI Mark</strong></td>
</tr>
<tr>
<td>This SoundStation IP 6000 phone is marked with the CE mark. This mark indicates compliance with EC Directives 2006/95/ED and 2004/108/EC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.</td>
</tr>
<tr>
<td>Safety and Compliance (continued)</td>
</tr>
<tr>
<td>----------------------------------</td>
</tr>
<tr>
<td><strong>WARNING Electrical Safety</strong></td>
</tr>
<tr>
<td>To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to teleconference station network (TNV) circuits. LAN ports contain SELV circuit, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables. This product is rated 48Vdc, 0.375A. When used with the optional external power supply, the power supply shall be a Listed power supply with a LPS output, rated 48V, min. 0.375A.</td>
</tr>
<tr>
<td><strong>Russian Compliance</strong></td>
</tr>
<tr>
<td><strong>New Zealand Telepermit</strong></td>
</tr>
<tr>
<td>Polycom SoundStation IP 6000 Handsfree VoIP Conference Telephone PTC 216/08/012</td>
</tr>
<tr>
<td><strong>PTC General Warning</strong></td>
</tr>
<tr>
<td>The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom’s network services.</td>
</tr>
</tbody>
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