



# User Guide for the Polycom<sup>®</sup> SoundStation<sup>®</sup> IP 5000 Phone

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## **Polycom® SoundStation® IP 5000 Menu Structure**

## **End-User License Agreement for Polycom® Software**

# User Guide for the Polycom® SoundStation® IP 5000 Phone

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This guide includes overview information that you may find helpful when you're just starting to learn about your phone or when you have experience, but you need a quick refresher.



The Polycom® SoundStation® IP 5000 phone can be customized to show only those options used in your organization. Therefore, there may be options covered in this guide that you can't access on your phone. To find out more about these options, please talk to your system administrator.

## 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 your phone is set up, the phone will be registered and ready to use.

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

For detailed information on how to register your phone after it's set up, see *Quick Tip 44011: Register Standalone SoundPoint IP, SoundStation IP, and Polycom VVX 1500 Phones*, available at

[http://www.polycom.com/usa/en/support/voice/soundpoint\\_ip/VoIP\\_Technical\\_Bulletins\\_pub.html](http://www.polycom.com/usa/en/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html)

## Before You Use Your Phone

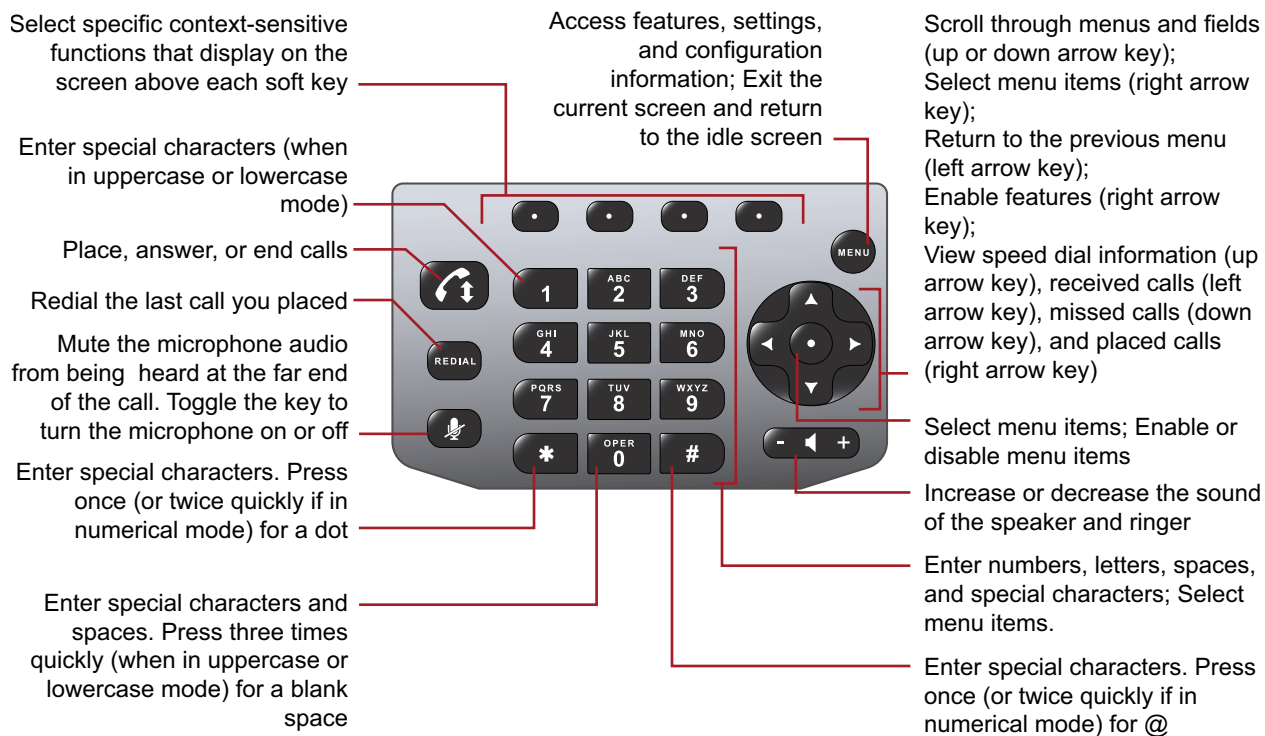


Since you can customize your phone in many different ways, and your system administrator can enable and disable certain features, the user interface that displays on your phone may differ from the figures that appear in this guide.

This section describes the phone's features, the icons that display on the screen, and how to navigate menus and enter data. It also provides a link to helpful tips to use when you're in a conference call.

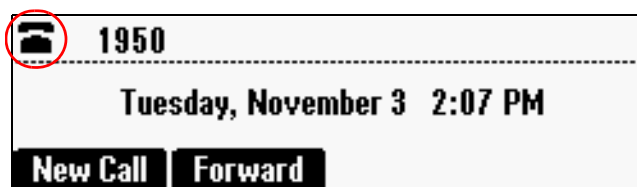
## Using the Keypad

You use the keypad on the phone to handle calls, adjust the volume, redial numbers, navigate screens, enter data, and select options.



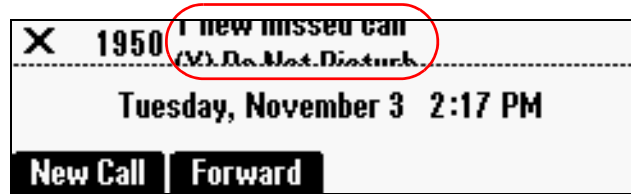
## Display Screen

The idle screen displays the phone's directory number and the current date and time. The icon that displays to the left of the directory number indicates the line or call status.



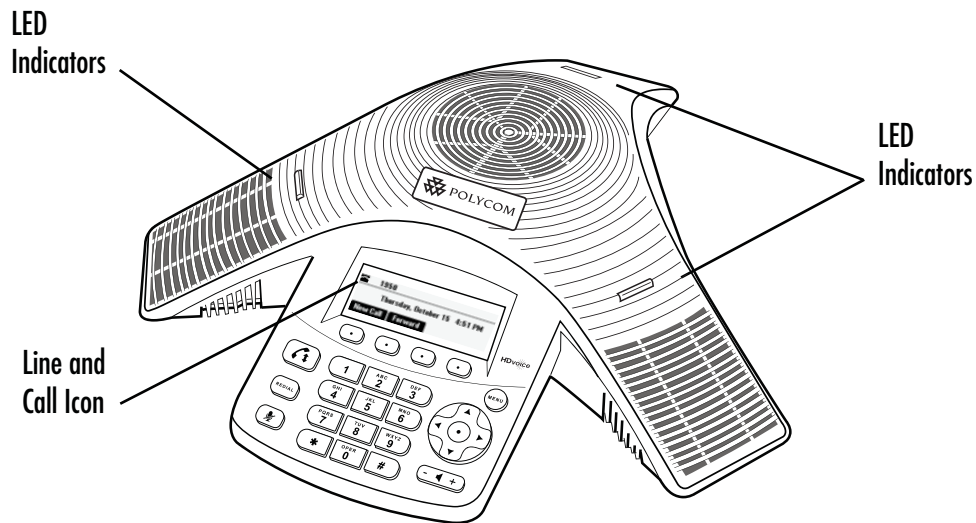
If you have messages, missed calls, or have enabled a certain feature (for example, call forwarding or Do Not Disturb), the idle screen displays a notification next to the directory number. If you have more than one notification, the phone displays a scrolling notification.

In the following figure, the scrolling notification indicates you have one missed call and that Do Not Disturb is enabled.



## Phone Status Indicators

Phone status is indicated by three bi-color LEDs (located above the phone's microphones) and by a line and call icon (located on the display screen next to the directory number).
















### LED Status Indicators

The LEDs illuminate to indicate the following call states:

- Solid red – A muted call.
- Flashing red – A call on hold.
- Solid green – A dial-tone is available, dialing is in progress, or a call is in progress.
- Flashing green – An incoming call.

## Line and Call Icons

The line and call icon changes depending on the line status (for example, registered line or unregistered line) or call status (for example, dialing in progress or a call on hold).

Icon	Line or Call State	Description
	Active call using Polycom® HD Voice™ technology	A call is in progress using Polycom HD Voice. The active call icons merge into one icon on the phone screen. For example: 
	Active call not using Polycom HD Voice	A call is in progress that doesn't use Polycom HD Voice.
	Conference	A conference call is in progress.
	Dialing	The phone is dialing a number.
	Do Not Disturb	The Do Not Disturb feature is enabled on your phone. Your phone will not ring. All calls will display in the Missed Calls list.
	Forwarding	A specific forwarding feature has been enabled on your phone. All incoming calls will be forwarded to a number you have specified.
	Hold	A call or conference is on hold.
	Registered line	The phone can place and receive calls.
	Registered shared line	The phone, which shares a directory number with another phone, can place and receive calls.
	Ringing	The phone is ringing.
	Unregistered line	The phone is unable to place and receive calls.
	Voice mail message	You have a new voice mail message.















## Navigating Menus and Calls

To navigate menus and calls, use the following tips.



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










If you want to...	Then do this...
Enter the main menu	Press  .
Exit the main menu and return to the idle screen	Press  .
Return to the previous menu	Press  or the <b>Back</b> soft key.
Scroll through lists	Press  or  .
Scroll through lists that display on more than one page	<ul style="list-style-type: none"> <li>Press  to Page Up.</li> <li>Press  to Page Down.</li> </ul>
Select a menu item	Do one of the following: <ul style="list-style-type: none"> <li>Scroll to the menu item, and then press  or .</li> <li>or</li> <li>Press the dial pad key that corresponds to the item in the numbered menu list. For example, to select the second menu item, press .</li> </ul>
View additional soft keys	Press the <b>More</b> soft key.
Scroll through calls on hold and an active call	Press  or  .








## Entering Data and Enabling Items

To enter data and enable fields or menu items, use the following tips.

### Note

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

If you want to...	Then do this...
Enter numbers	Press the dial pad key with the corresponding number.
Enter text	<p>Press the dial pad keys one or more times. For example:</p> <ul style="list-style-type: none"> <li>To enter 'A,' press  once.</li> <li>To enter 'B,' press  two times quickly.</li> <li>To enter 'C,' press  three times quickly.</li> </ul>
Enter numbers, uppercase characters, or lowercase characters	Press the <b>1/A/a</b> soft key one or more times to select numerical, uppercase, or lowercase mode (the mode you select will display in the title bar). Then, press the dial pad key (with the number or letter you want) one or more times quickly.
Enter special characters	<ul style="list-style-type: none"> <li>Press  or  one or more times quickly.</li> <li>To enter other special characters, press  or  one or more times quickly (when in uppercase or lowercase mode).</li> <li>To enter a dot: press  once (or twice quickly if in numerical mode).</li> <li>To enter @: Press  once (or twice quickly if in numerical mode).</li> </ul>

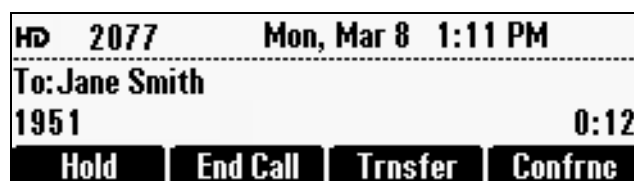
If you want to...	Then do this...
Enter an IP address or URL	<p>Press the dial pad keys one or more times. For example:</p> <ul style="list-style-type: none"> <li>To enter '2,' press  once.</li> <li>To enter 'a,' press  two times quickly.</li> <li>To enter 'b,' press  three times quickly.</li> <li>To enter 'c,' press  four times quickly.</li> </ul>
Enter text using a different character set	Press the <b>Encoding</b> soft key one or more times. When in text entry mode, the character set you select displays in the title bar.
Enter a blank space	Press  three times quickly (in uppercase or lowercase mode).
Delete characters you entered	Press the << soft key.
Enable or disable fields	Toggle  .
Enable or disable menu items	Press  .

## Tips for Using a Conference Phone

For tips on hosting a conference call and conference call etiquette, go to [http://www.polycom.com/global/documents/products/voice/conferencing\\_solutions/conference-call-etiquette.pdf](http://www.polycom.com/global/documents/products/voice/conferencing_solutions/conference-call-etiquette.pdf).

## Calling and Answering

During a call, the phone displays the name and directory number of the party you're talking with and the duration of the call. During a call, the soft keys update so you can perform specific tasks.




The phone LEDs, as well as the line and call icon, indicate call status (see [Phone Status Indicators](#) on page 3).

## Answering Calls

You can answer a call when your phone is idle, when you have calls on hold, or if you're currently in a call. If you answer a call when you're already in a call, the call you were in is automatically placed on hold.

Your phone can handle a maximum of eight calls on hold, or one active call and seven calls on hold. Only one call can be active at any time.

### To answer a call on a private line:

>> Press  or the **Answer** soft key. (If your phone has a silent ring, press the Answer soft key to answer the call.)



If you have a shared line and answer the call, and then want someone on another phone configured to use the same shared line to take the call, press the **Hold** soft key. The other person will then be able to answer the call from their phone.

## Placing Calls


You can place a call by doing one of the following:

- Entering a phone number.
- Entering an IP address or URL.
- Choosing an entry in a call list, directory, or speed dial list.
- Redialing the previously placed call.

## Calling by Entering a Phone Number

You can dial a phone number with a dial tone or without a dial tone.

### To dial a phone number with a dial tone:

1. Press  or the **New Call** soft key.
2. Enter the phone number of the party you want to call.
3. Press the **Send** soft key.

### To dial a phone number without a dial tone:


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

## Calling by Entering an IP Address or URL



Placing calls using an IP address or URL may not be enabled for your phone. For more information, see your system administrator.

### To dial an IP address or URL:

1. Press  or the **New Call** soft key.
2. Press the **URL** soft key, and then enter the IP address or URL of the party you want to call. (For information on how to enter an IP address, URL, and special characters, see [Entering Data and Enabling Items](#) on page 6.)



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




3. Press the **Send** soft key.

## Calling from a Call List

You can choose a record in a call list and dial the associated party.

### To call from a call list:

1. From the idle screen, use one of the arrow keys to access a call list:


To view this call list...	Press this arrow key...
Missed calls	
Received calls	
Placed calls	

2. From the call list screen, scroll to the entry you want to dial, and then press the **Dial** soft key.


## Calling from a Directory

You can place a call from the Contact Directory or Corporate Directory.

### To call from the Contact Directory:

1. Press , and then select **Features > Contact Directory**.
2. From the Directory screen, find the contact you want to call, and then press the **Dial** soft key.

### To call from the Corporate Directory:

1. Press , and then select **Features > Corporate Directory**.
2. From the Corporate Directory search screen, search for the contact you want to call (see [Searching Corporate Directory](#) on page 27).
3. Scroll to the contact, and then press the **Dial** soft key.


## Calling from the Speed Dial List

Use the speed dial feature for fast, automated dialing.



Only entries in your Contact Directory can be set up as speed dial entries. 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. To create a new Contact Directory entry with a speed dial index number, see [Updating Contact Directory](#) on page 23.

### To place a call from the speed dial list:

1. Press .
2. From the Speed Dial Info screen, do one of the following:
  - If you know the contact's speed dial index number, enter the number.
  - or
  - If you don't know the contact's speed dial index number, scroll to the contact, and then press the **Dial** soft key.

The call is placed.


## Redialing

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

### To dial the last number dialed:

>> Press .

### To dial a previously dialed number:


1. Press .
2. From the Placed Calls list, scroll to the number you want to dial, and then press the **Dial** soft key.

## Ending Calls



You can't end a call that's on hold. To end a call on hold, press the **Resume** soft key, and then end the call.

### To end a call:

>> Press  or the **End Call** soft key.

## While Your Phone Rings

While your phone rings, you can choose not to answer the call and do the following:

- Reject the call and stop your phone from ringing.
- Forward the call to another party.

## Rejecting Calls While Your Phone Rings

When you reject a call, you end the call before the call can connect. Your system administrator determines how rejected calls are handled (for example, rejected calls may go directly to your voice mail system). Calls you reject while your phone rings display in the Received Calls list.

### To reject a call:

>> While your phone rings, press the **Reject** soft key (for private lines) or the **Silence** soft key (for shared lines).

The call ends before it can connect.



## Forwarding Calls While Your Phone Rings



Your company's settings may override this feature. For more information, contact your system administrator.  
Call forwarding isn't available on shared lines.

While your phone rings, you can choose not to answer the call and forward the call to another party.

### To forward an incoming call as your phone rings:

1. While your phone rings, press the **Forward** soft key.
2. From the Call Forwarding screen, enter the number to forward the incoming call to.



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

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

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

## During Calls

During a call, you can do the following:

- Place the call on hold.
- Transfer the call to another party.
- Set up a conference with the party you're talking with and another party.

## Holding and Resuming Calls



You can place a call on hold. When a call is on hold, the LEDs flash red.

Your phone can handle a maximum of eight calls on hold, or one active call and seven calls on hold. Only one call can be active at any time.

When you have more than one call (for example, one active call and one call on hold, or two calls on hold), a counter displays at the top-right of the screen indicating the total number of calls you have, and which call currently displays. The most recent call displays first.

The following figure shows that your phone has two calls, and you're currently viewing the first (most recent) call.



To scroll through calls, press  or .

### 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.

### To resume a call on hold:

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

## Transferring Calls

When you transfer a call, you have the option to talk to the party to whom you're transferring the call, or you can automatically transfer the call without speaking to the other party.

### To transfer a call:

1. During a call, press the **Trnsfer** soft key.  
The active call is placed on hold.
2. Place a call to the party to whom you want to transfer the call.
3. When you hear the ring-back sound, or after you speak with the other party, press the **Trnsfer** soft key.  
To cancel the transfer before the call connects, and return to the original call, press the **Cancel** soft key.



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

## Hosting Conference Calls

You can create a conference with up to two other parties. After you set up a conference, you can place the conference call on hold, split the conference call into two calls on hold, or end the conference call (and your connection to the conference call participants).

### 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.

#### To set up a conference using the Conference soft key:

1. Call the first party.
2. Press the **Confrnc** soft key. The active call is placed on hold.



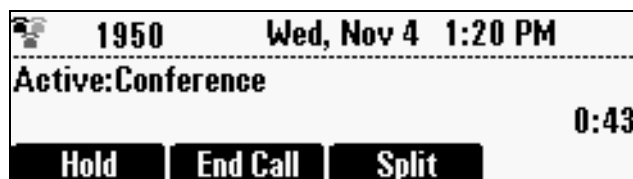
If configured for single key-press conferences, the conference participant hears the dial tone and ringback when the conference host places the call to the new party.

3. Enter the number of the second party, and then press the **Send** soft key.
4. When the second party answers, press the **Confrnc** soft key to join all parties in the conference.



If configured for single key-press conferences, you don't have to press the **Confrnc** soft key again.

The Active:Conference screen displays.



### 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, press the **Join** soft key.

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



If you have an active call and multiple calls on hold, the Join soft key isn't available from the active call. Scroll to the call on hold that you want to join to the conference, and then press the **Join** soft key.

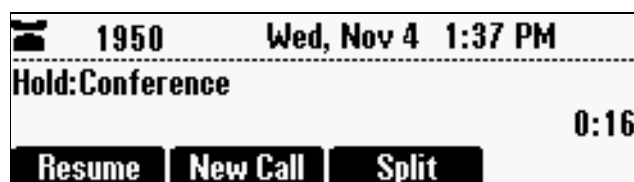
### Holding and Resuming Conferences

When you place a conference call on hold, you place the other two conference participants on hold. Your phone treats a conference call on hold as one call on hold. Therefore, your phone can have a maximum of eight conferences on hold at one time.

### To place a conference call on hold:

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

The Hold:Conference screen displays. The other two conference participants are placed on hold. The LEDs flash red to indicate that a call is on hold.



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

### Splitting Conferences

When you split a conference, you end the conference and place the other two conference participants on hold.

### To split a conference:

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

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

## Ending Conferences

When you end a conference, you end your connection to the other conference participants. The other parties remain connected.

### To end a conference:

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

The two other conference participants remain connected.

# Changing the Way Calls are Answered

You can set up your phone to do the following:

- Forward certain incoming calls to another party.
- Reject all the calls from a specific contact.
- Transfer calls from a specific contact to another party.
- Temporarily refuse all incoming calls and prevent your phone from ringing.


## Forwarding Calls



Your company's settings may override this feature. For more information, contact your system administrator. Call forwarding isn't available on shared lines.

You can set up your phone to forward calls to another party. You can choose to forward all incoming calls, or just those calls that arrive when you're already in a call, or when you don't answer. Your phone will forward calls even if you enable the Do Not Disturb Feature.


### To forward calls to another extension:

1. From the idle screen, press the **Forward** soft key.
2. From the Forwarding Type Select screen, scroll to the forwarding type you want, and then press . The options are:
  - **Always** – To forward all incoming calls.
  - **No Answer** – To forward all unanswered incoming calls.
  - **Busy** – To forward calls that arrive when you're already in a call.

**3.** Do one of the following:


- If you selected **Always**, the Call Forward Always screen displays. Enter a number to forward all incoming calls to.
- If you selected **No Answer**, the Call Forward No Answer screen displays. Do the following:
  - a** In the **Contact** field, enter a number to forward all unanswered incoming calls to.
  - b** In the **Forward After Rings** field, enter how many rings to wait before forwarding the call (one ring is approximately six seconds). Two rings is the recommended value.
- If you selected **Busy**, the Call Forward Busy screen displays. Enter a number to forward all future incoming calls to when you're already in another call.

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

If you selected the forwarding type **Always**, a moving arrow, , and the text "Call Forward Enabled" display on the phone screen.



**To disable call forwarding:**

1. From the idle screen, press the **Forward** soft key.
2. From the Forwarding Type Select screen, scroll to the forwarding type you want to disable, and then press .
3. To turn off call forwarding, press the **Disable** soft key.



## Rejecting Calls from a Contact

You can customize your phone so that incoming calls from a particular party don't ring on your phone. Your system administrator determines how rejected calls are handled (for example, rejected calls may go to your voice mail system). Calls that are rejected from a contact display in the Missed Calls list.



Rejecting calls isn't available on shared lines.



**To reject an incoming call from a particular contact:**

1. Press , and then select **Features > Contact Directory**.
2. From the Directory screen, find the contact for whom you want to reject calls, and then press the **Edit** soft key.
3. From the Edit Contact screen, scroll to the **Auto Reject** field, and then change the Auto Reject setting to **Enabled**. (To enable the setting, press )
4. Press the **Save** soft key.

## Diverting Calls from a Contact to Another Party

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

**To divert incoming calls from a contact to another party:**

1. Press , and then select **Features > Contact Directory**.
2. From the Directory screen, find the contact for whom you want to transfer calls, and then press the **Edit** soft key.
3. From the Edit Contact screen, do the following:
  - 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.
  - Scroll to the **Auto Divert** field, and then change the Auto Divert setting to **Enabled**. (To enable the setting, press )
4. Press the **Save** soft key.

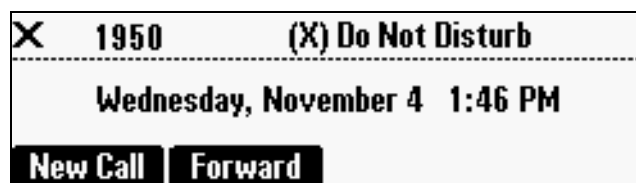
## Temporarily Refusing All Calls (Do Not Disturb)

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 list. If you have chosen to forward incoming calls to another number, calls will still be sent to that number.

When you enable Do Not Disturb, a flashing icon, **X**, and the text “(X) Do Not Disturb,” display on the phone screen.

The following figure shows what the idle screen looks like when Do Not Disturb is enabled.



**To enable and disable Do Not Disturb:**

1. Press , and then select **Features**.

The Features screen displays. If Do Not Disturb isn't highlighted, scroll to it.

2. To toggle Do Not Disturb on or off, press .

## Working with 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 21). After you view the Missed Calls list, the message on the idle screen is removed.

The following figure shows the message that displays when you miss a call.



You can save call list entries to your Contact Directory. For information on how to update Contact Directory with an entry from a call list, see [Adding Contact Directory Entries](#) on page 23.




## Viewing Call Lists

You can access any call list from the Call Lists menu, or you can quickly access a call list from the idle screen. After you access a call list, you can view detailed information about a specific entry (such as the phone number, the time and duration of the call, and the name of the caller).




### To view a call list:

>> Do one of the following:


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

or

- From the idle screen, use the arrow keys to access a call list:

To view this call list...	Press this arrow key...
Missed Calls	
Received Calls	
Placed Calls	

### To view details for a call list entry:

1. Press , and then select **Features > Call Lists > Missed Calls, Received Calls, or Placed Calls.**
2. From the call list, scroll to the entry for which you want more information, and then press the **Info** soft key.




## Clearing Call List Entries

You can clear all the records in a call list, or just one record.



To manually clear all call list entries, restart the phone. See [Overall Functioning](#) on page 39.


### To clear one or all records in a call list:

1. Press , and then select **Features > Call Lists**.
2. From the Call Lists screen, do one of the following:
  - To clear all the records in a call list, select **Clear**. From the Clear screen, scroll to either **Missed Calls**, **Received Calls**, or **Placed Calls**, and then press .
  - A “Cleared!” message displays when you clear a call list.
  - or
  - To clear a single record in a call list, scroll to either **Missed Calls**, **Received Calls**, or **Placed Calls**, and then press . From the call list, scroll to the call you want to remove, and then press the **Clear** soft key.

## Editing Call List Entries

Edit a call list entry if you want to update the contact name or number before you dial the number or save the contact to the Contact Directory.

### To edit a call list entry:

1. Press , and then select **Features > Call Lists > Missed Calls**, **Received Calls**, or **Placed Calls**.
2. From the call list, scroll to the entry you want to edit, and then press the **Edit** soft key.

## Working with Contact Directory


You can store a large number of contacts in your phone's 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 Contact Directory, or if you can update it.

## Searching Contact Directory

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

**To search for a contact in the Contact Directory:**

1. Press , and then select **Features > Contact Directory**.
2. From the Directory screen, 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.
3. From the Directory Search screen, scroll to the contact you're searching for.

## Updating Contact Directory


You can add a contact to the Contact Directory, or update or delete an existing contact.

### Adding Contact Directory Entries

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

- Manually (if you have permission to update your Contact Directory).
- From a call list.
- From a Corporate Directory (if this is set up on your phone).

### To add a Contact Directory entry manually:

1. Press , and then select **Features > Contact Directory**.
2. From the Directory screen, press the **Add** soft key.
3. From the Add To Directory screen, enter the contact information:



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

- (Optional.) Enter the First Name and Last Name of the contact.

You can enter a maximum of 32 characters.

- (Required.) Enter the Contact phone number.

You can enter a maximum of 128 characters. The phone number must be unique, and must not already exist in the directory. If you save an entry with a non-unique phone number, the entry will not be saved.

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

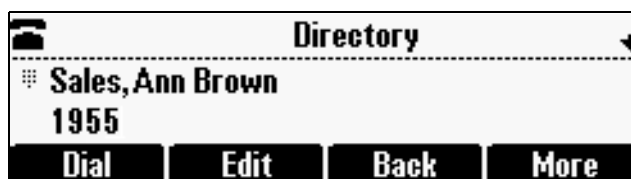
The speed dial index number is automatically assigned to the next available index value, up to a maximum value of 99. You can assign any unused speed dial index number from 1 to 99.

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

- (Optional.) Enter a Label for the contact.

You can enter a maximum of 32 characters.

If you specify a label, the label will be the first item that displays for the contact in the Contact Directory and on the Speed Dial Info screen (before the contact’s first and last names, if specified). For example, in the following figure, Ann Brown has been assigned the label “Sales.”



- (Optional.) Set the Ring Type.

For information on setting the ring type, see [Setting Unique Ring Tones for Contacts](#) on page 29.

- (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, the calls from this contact won't ring on your phone. Your system administrator determines how rejected calls are handled (for example, rejected calls may go to your voice mail system). Calls that are rejected from a contact display in the Missed Calls list.


If you set the Auto Divert field to enabled, each time the contact calls, the call will be directed to a third party specified in the Divert Contact field.

To toggle between the Enabled and Disabled settings for the

Auto Reject and Auto Divert fields, press .

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

#### To add a Contact Directory entry from a call list:

1. To select a call list, press , and then select **Features > Call Lists > Missed Calls, Received Calls, or Placed Calls**.
2. Scroll to the entry you want to save to your Contact Directory, and then press the **Save** soft key.


Only the first name, last name, and phone number are saved.

If the contact doesn't exist in the directory, "Saved" displays on the phone screen. If the contact already exists, "Contact already exists" displays.



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 update missing contact information, see [Adding Contact Directory Entries](#) on page 23.

#### To add a Contact Directory entry from the Corporate Directory:

1. Press , and then select **Features > Corporate Directory**.
2. From the Corporate Directory search screen, search for the contact (see [Searching Corporate Directory](#) on page 27).
3. Scroll to the contact, and then press the **View** soft key.

4. From the Contact screen, press the **Save** soft key to save the entry to your Contact Directory.

Only the first name, last name, and phone number are saved. If the contact doesn't exist in the directory, "Saved" displays on the phone screen. If the contact already exists, "Contact already exists" displays.




You may want to go to the Contact Directory to see if the contact was saved correctly and to add additional contact information. To update missing contact information, see [Adding Contact Directory Entries](#) on page 23.

### Updating Contact Directory Entries

You can change the information for an entry in the Contact Directory.


#### To update a contact in the Contact Directory:

1. Press , and then select **Features > Contact Directory**.
2. From the Directory screen, find the contact whose information you want to update, and then press the **Edit** soft key.
3. From the Edit Contact screen, update the contact information. For information on the fields you can update, see [Updating Contact Directory](#) on page 23.
4. Press the **Save** soft key.

### Deleting Contact Directory Entries

You can delete an entry in the Contact Directory.

#### To delete a contact from the Contact Directory:

1. Press , and then select **Features > Contact Directory**.
2. From the Directory screen, find the contact you want to delete, and then press the **Delete** soft key.

The contact is deleted from the directory.

## Working with Corporate Directory

If your system administrator sets up Corporate Directory on your phone, you may 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 Contact Directory. For information on adding Corporate Directory entries to your Contact Directory, see [Adding Contact Directory Entries](#) on page 23.



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


## Searching Corporate Directory

Search for a contact by entering specific search criteria.



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 [Saving Corporate Directory Search Results](#) on page 28.

### To search for a contact in the Corporate Directory:

1. Press , and then select **Features > Corporate Directory**.
2. From the Corporate Directory search screen, 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, enter the first few characters of the contact's name, 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. From the Advanced Find screen, enter your search criteria, and then press the **Submit** soft key. The screen displays any successful matches.

(To erase your search criteria and enter new criteria, press the **Clear** soft key.)

## Saving Corporate Directory Search Results

You can enable your phone to save Corporate Directory search results, and to remember the last person you viewed in the directory. Whenever you re-display Corporate Directory, the results of your last search, or the last person you selected, will display. If you don't enable your phone to save search results, each time you access Corporate Directory, a blank search screen will display.

**To enable your phone to save Corporate Directory search results:**

1. Press , and then select **Settings > Basic > Preferences > Corporate Directory > View Persistency**.
2. Scroll to **Enabled**, and then press .
3. Press the **Back** soft key.

## Controlling What is Heard



You can change what is heard by doing the following:

- Changing the ring tone for your phone.
- Selecting unique ring tones for contacts.
- Adjusting the volume of the speaker.
- Adjusting the volume of the ring tone.
- Muting the microphone so the far site(s) can't hear you.

## Changing the Ring Tone

You can select from many different ring tones to distinguish your phone from your neighbor's.

**To select a different ring tone:**

1. Press , and then select **Settings > Basic > Ring Type**.
2. From the Ring Type screen, 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 .





## Setting Unique Ring Tones for Contacts



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 contact:

1. Press , and then select **Features > Contact Directory**.
2. From the Directory screen, scroll to the contact for whom you want to assign a distinctive ring tone, and then press the **Edit** soft key.
3. From the Edit Contact screen, scroll to **Ring Type**, and then enter a number corresponding to one of the ring types available.  
(To determine the number associated with a ring type, go to the idle screen, press , and then select **Settings > Basic > Ring Type**. Each ring type has a number associated with it.)
4. Press the **Save** soft key.

## Changing the Speaker Volume

You can raise or lower the volume of the sound you hear.

### To adjust the speaker volume:

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

## Changing the Ringer Volume

You can raise or lower the volume of the sound you hear when your phone rings.


### To adjust the ringer volume:

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


## Muting the Microphone

You can mute the microphone if you do not want other parties to hear you. When you mute the microphone, the three console LEDs glow red to indicate that the other party (or parties) can't hear you. You can still hear all other parties while Mute is enabled.

### To mute or unmute the microphone:

>> During a call, press .

### To mute or unmute the microphone if you use external microphones:

>> Press  on the phone or the mute button on the top of the external microphones.

## Customizing the Phone Display



You can change how the phone screen looks by doing the following:

- Changing the language the text displays in.
- Changing how the time and date display.
- Changing the screen contrast.
- Changing the backlight intensity.

## Changing the Language

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

### To change the language:

1. Press , and then select **Settings > Basic > Preferences > Language**.
2. From the Language screen, scroll to the language you want, and then press .

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

## Changing the Time and Date Display





The time and date appear on the idle screen of your phone. If the phone can't 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 doesn't display on the idle screen. Select and set options that are right for you.

### Changing the Time and Date Format

You can change the way the date and time display on the idle screen. For example, for the date, you can display the month before the day, choose the abbreviated forms for the month and day, or choose the DD/MM/YY format. For the time, you can choose either the 12-hour clock (for example, 4:35 PM) or 24-hour clock (for example, 16:35) notation.



#### To change the format of the time and date display:

1. Press , and then select **Settings > Basic > Preferences > Time and Date**.
2. From the Time and Date screen, do one of the following:
  - To change the date format, press .
  - or
  - To change the time format, scroll to **Clock Time**, and then press .
3. From the Clock Date screen or the Clock Time screen, scroll to the date or time format you want, and then press . The default settings use the formats "Monday, January 1" and "12 AM/PM."

### Changing the Time and Date Order

You can change the order of the time and date on the idle screen. For example, you can display the date before the time, or the time before the date.



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

1. Press , and then select **Settings > Basic > Preferences > Time and Date > Clock Order**.
2. From the Clock Order screen, scroll to the clock order you want, and then press . The default setting is date before time.



### Turning the Time and Date Display Off and On

You can turn the time and date display off so the time and date don't display on the idle screen.

#### To turn the time and date display off:

1. Press , and then select **Settings > Basic > Preferences > Time and Date**.
2. From the Time and Date screen, scroll to **Disable**, and then press .


#### To turn the time and date display back on:

1. Press , and then select **Settings > Basic > Preferences > Time and Date**.
2. From the Time and Date screen, press .

## Changing the Screen Contrast

You can set how light or dark the screen appears.

### To adjust the contrast on the phone screen:

1. Press , and then select **Settings > Basic > Contrast**.
2. From the Contrast screen, press the **Up** or **Down** soft keys to increase or decrease the display contrast.
3. Press the **Ok** soft key.

## Changing the Backlight

Backlight intensity on the phone has three components:

- Backlight On
- Backlight Idle
- Maximum Intensity

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

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

The Backlight On intensity applies to the following events:




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

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

- A call is in progress
- A call is on hold
- There is an incoming call (ringing)
- There is an outgoing call (ringing back)
- Any menu shows on the display

In all other cases, the Backlight Idle intensity applies.

**To change the backlight intensity:**

1. Press , and then select **Settings > Basic > Backlight Intensity**.
2. From the Backlight Intensity screen, select **Backlight On Intensity**.
3. From the Backlight On Intensity screen, scroll to the intensity you want, and then press . The default Backlight On Intensity is High.
4. If you selected a new intensity, press the **Save** soft key. If you did not select a new intensity, press the **Back** soft key.
5. From the Backlight Intensity screen, select **Backlight Idle Intensity**.
6. From the Backlight Idle Intensity screen, scroll to the intensity you want, and then press . The default Backlight Idle Intensity is Low.
7. If you selected a new intensity, press the **Save** soft key. If you did not select a new intensity, press the **Back** soft key.
8. From the Backlight Intensity screen, select **Maximum Intensity**.
9. From the Maximum Intensity screen, press the **Up** or **Down** soft keys to increase or decrease the maximum intensity the screen can display, and then press the **Ok** soft key.

## Troubleshooting


The following tables contain general troubleshooting information to help you solve any problems you might encounter when you use the SoundStation IP 5000 conference phone. The tables list possible trouble symptoms, the likely causes of these problems, and recommended corrective actions to take. Problems are grouped as follows:

- [Power and Startup](#) on page 35
- [Controls](#) on page 36
- [Access to Screens and Systems](#) on page 37
- [Calling](#) on page 37
- [Displays](#) on page 38
- [Audio](#) on page 39
- [Overall Functioning](#) on page 39
- [Productivity Suite](#) on page 39


To obtain more detailed troubleshooting information, you can access certain menus on your phone that test your phone hardware (see [Testing Phone Hardware](#) on page 40).

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

### Power and Startup


Symptom	Problem	Corrective Action
The display shows “Network Link is Down.”	The network cable isn’t properly connected.	<p>Try the following:</p> <ul style="list-style-type: none"> <li>• Check the cable termination at the switch or hub (furthest end of the cable from the phone).</li> <li>• Check that the switch or hub is operational (flashing link/status lights).</li> <li>• Verify that the LAN port is active.</li> </ul> <p>Press , and then select <b>Status &gt; Network &gt; Ethernet</b>. From the Ethernet screen, scroll to <b>LAN port</b> and verify that it’s Active.</p>

## Controls

Symptom	Problem	Corrective Action
The dial pad doesn't work.	The dial pad on the phone doesn't respond.	<p>Try the following:</p> <ul style="list-style-type: none"> <li>• Check for a response from other feature keys or from the dial pad.</li> <li>• Place a call to the phone from a known working telephone. Check for display updates.</li> <li>• Check if the LAN port is active.</li> </ul> <p>Press , and then select <b>Status &gt; Network &gt; Ethernet</b>. From the Ethernet screen, scroll to <b>LAN port</b> and verify that it's Active.</p> <ul style="list-style-type: none"> <li>• Check the termination at the switch or hub end of the network LAN cable. Ensure that the switch/hub port is operational (if it isn't accessible, contact your system administrator).</li> <li>• Restart the phone (see <a href="#">Overall Functioning</a> on page 39).</li> </ul> <p>(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.)</p>





## Access to Screens and Systems

Symptom	Problem	Corrective Action
There is no response when you press a feature key.	The phone isn't in an active state.	<p>Try the following:</p> <ul style="list-style-type: none"> <li>Press the keys more slowly.</li> <li>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 certain screens (for example, the Directory screens).</li> <li>To confirm the line is actively registered to the call server, press , and then select <b>Status &gt; Lines</b>. From the Line Information screen, verify that your phone line is registered.</li> <li>To attempt re-registration with the call server, reboot the phone. For more information, see your system administrator.</li> </ul>
The display shows "Network Link is Down."	The network cable isn't properly connected.	See <a href="#">Power and Startup</a> on page 35.

## Calling


Symptom	Problem	Corrective Action
There is no dial tone.	Power isn't correctly applied to the phone.	<p>Verify that power is correctly applied to the phone:</p> <ul style="list-style-type: none"> <li>Check that the display is illuminated.</li> <li>Ensure the network cable is inserted properly on the underside of the phone. (Try unplugging and re-inserting the cable.)</li> </ul>

Symptom	Problem	Corrective Action
There is no audible ring tone.	Ringer volume is low, or the Ring Type is set to Silent Ring.	Verify ringer volume and Ring Type: <ul style="list-style-type: none"> <li>To adjust the ringer volume, press  when the phone is in the idle state.</li> <li>Check that the Ring Type isn't set to Silent Ring. (See <a href="#">Changing the Ring Tone</a> on page 28.)</li> </ul>
	Outbound or inbound calling is unsuccessful.	Place a call to the phone under investigation. Check that the display indicates incoming call information.
A “hollow” phone icon,  , displays next to the directory number.	The phone isn't registered to a server.	Ask your system administrator to register the phone to a server.


## Displays

Symptom	Problem	Corrective Action
There is no display. The display is incorrect. The display has bad contrast.	Power isn't correctly applied to the phone.	Verify that power is correctly applied to the phone: <ul style="list-style-type: none"> <li>Check that the display is illuminated.</li> <li>Ensure the network cable is inserted properly on the underside of the phone. (Try unplugging and re-inserting the cable.)</li> <li>If your phone uses Power over Ethernet (PoE), have your system administrator check that the switch is supplying power to the phone.</li> </ul>
	The contrast needs adjustment.	Adjust the screen contrast. (See <a href="#">Changing the Screen Contrast</a> on page 33.)
The display is flickering.	Certain types of older fluorescent lighting cause the display to appear to flicker.	Try the following: <ul style="list-style-type: none"> <li>Move the phone away from the lights.</li> <li>Replace the lights.</li> </ul>


## Audio

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

## Overall Functioning

Symptom	Problem	Corrective Action
The phone is malfunctioning.	The phone may need to be restarted.	<p>Restart the phone:</p> <p><b>Note:</b> If your phone malfunctions, you may be able to restore normal operation without restarting it. Before you restart your phone, contact your system administrator.</p> <ul style="list-style-type: none"> <li>Press , and then select <b>Settings &gt; Basic &gt; Restart Phone</b>. The Restart Phone screen displays. The message “Are you sure?” displays. To restart the phone, press the <b>Yes</b> soft key.</li> </ul> <p>The restart process begins. The process ends when the idle screen displays.</p>


## Productivity Suite

Symptom	Problem	Corrective Action
You're trying to access Corporate Directory, but it isn't available on your phone.	The license isn't installed on your phone or it has expired.	<p>Do the following:</p> <ol style="list-style-type: none"> <li>Press , and then select <b>Status &gt; Licenses</b>.</li> <li>From the Licenses screen, verify that Corporate Directory has a valid license.</li> </ol>

## Testing Phone Hardware

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

### To access the diagnostics menus:

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

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# Safety Notices

## Service Agreements

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

## Governing Law

This Limited Warranty and Limitation of Liability shall be governed by the laws of the State of California, U.S.A., and by the laws of the United States, excluding their conflicts of laws principles. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this Limited Warranty and Limitation of Liability.

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Polycom's sole obligation under this express warranty is at Polycom's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options are reasonably available, Polycom may, on its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of Polycom. Replacement products or parts may be new or reconditioned.

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**

Polycom will not be liable under this limited warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist or results from:

- 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, lightening, power surges or outages, or other hazards.

### **Warranty Exclusive**

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## Safety and Compliance

### Part 15 FCC Rules

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interferences received, including interference that may cause undesired operation.

### Class B Digital Device or Peripheral

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:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

### Modifications

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.

### Installation Instructions

Installation must be performed in accordance with all relevant national wiring rules.

L'Installation doit être exécutée conformément à tous les règlements nationaux applicable au filage électrique.

When using Power over Ethernet (PoE), the equipment is to be connected only to PoE networks without connections to the outside plant.

### Plugs Acts as Disconnect Device

The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

La prise électrique à laquelle l'appareil est branché doit être installée près de l'équipement et doit toujours être facilement accessible.

### Industry Canada (IC)

This Class [B] digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.

### CE and VCCI Mark

This SoundStation IP 5000 phone is marked with the CE mark. This mark indicates compliance with EC Directives 2006/95/EC 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.

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取扱説明書に従って正しい取り扱いをして下さい。

Safety and Compliance (continued)
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<b>WARNING Electrical Safety</b>
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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.
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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.
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# Polycom® SoundStation® IP 5000 Menu Structure

1	Features					
	1	Do Not Disturb				
	2	Forward				If enabled
		1	Always			
		2	No Answer			
		3	Busy			
	3	Contact Directory				
	4	Corporate Directory				If enabled and license available
	5	Call Lists				If enabled
		1	Missed Calls			
		2	Received Calls			
		3	Place Calls			
		4	Clear			
	6	Messages				Organization dependent
		1	Message Center			
2	Status					
	1	Platform				
		1	Phone			
		2	Application			
				1	Main	
				2	Components	
		3	Configuration			
	2	Network				
		1	TCP/IP Parameters			
		2	Ethernet			
		3	Network Statistics			
	3	Lines				
	4	Diagnostics				
		1	Test Hardware			
				1	Audio Diagnostics	
				2	Keypad Diagnostics	
				3	Display Diagnostics	
		2	Graphs			
				1	CPU Load	
				2	Network Load	
				3	Memory Usage	
		3	Media Statistics			
	5	CD Status				If enabled and license available
	6	Licenses				If licenses available

continued on next page...

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3	<b>Settings</b>					
	1	Basic				
		1	Preferences			
			1	Languages		Possible 19 languages
			2	Time & Date		
				1	Clock Date	Possible 14 formats
				2	Clock Time	
				3	Clock Order	
				4	Disable	
			3	Corporate Directory		
				1	View Persistency	
			4	Screen Capture		If enabled
		2	Contrast			
		3	Backlight Intensity			
			1	Backlight On Intensity		
			2	Backlight Idle Intensity		
			3	Maximum Intensity		
		4	Ring Type			Possible 22 ring types
		5	Restart Phone			
	2	Advanced				Requires administrative password
4	<b>Applications</b>					Organization dependent

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