

Polycom

IP5000

user guide.


everything you'll
need for **your**
new system...



your new **Ploycom IP5000.**

Your Polycom SoundStation IP5000 Conference Phone is one of **the most feature rich IP conference phones on the market.**

Boasting unparalleled clarity and connection,
it makes your conference room calls sound
amazingly clear and lifelike.





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reaching the outside world.

To access an outside line simply start dialling, no codes are required. To dial out tap the CALL key, enter the phone number and call by pressing the SEND soft key. Calls can also be ended with the same call key used to dial. If for any reason, you need to redial a number just tap the REDIAL key.

contacts.

Your contact directory can be found by accessing the features menu. To do this simply press the MENU key and select features. To add a contact, tap ADD. Enter the contact information required using the navigational buttons to scroll between the fields. Press SAVE. To edit a contact, tap EDIT whilst hovering over the selected contact. This directory is for this handset only. If you need assistance with your online directory, please get in contact with us.

transferring a call.

While on a call, press the TRANSFER key to place the caller on hold. Whilst they are on hold, simply dial the required extension number or external number. When the party answers, announce the call and press TRANSFER again to complete the transfer. If the other party is unavailable or you wish to cancel the transfer, press the CANCEL key to resume to the original party. You can also place a blind transfer, where you would not announce the call to the second party; to place a blind transfer, after you have dialled the number or extension, tap BLIND.

hold.

While on a call, simply press the HOLD key to place the caller on hold. The console LED's will now start to flash red. To return to the call, simply press the RESUME soft key.

speed dial.

To dial a pre-programmed speed dial, key in # followed by the speed dial position, e.g. dial #1 for the speed dial stored in position 1. You can program new speed dials from your online phone portal, alternatively, contact us via your support portal and we can assist you.

paging.

Paging allows the facility to “tannoy” call a group of extensions. By default, this feature is disabled but can be programmed by one of our engineers both during and after installation.

group pickup.

Group pickup allows you to pick up a call ringing from another extension. If you wish to do this you can key in *98 or •8 on your handset depending on how your system is set up. If you need assistance, please contact us via the support portal.

do not disturb.

This can be enabled from your online phone portal or from the phone itself. If this is enabled, the phone will not ring on incoming calls. To enable this from the phone, press the MENU key to enter your menu, go to the features menu and select do not disturb.

history.

The history allows you to view all the latest incoming, outgoing or missed calls on your device. Your history is viewed by utilising the navigational keys. To view your placed calls, tap the RIGHT navigational button. To view a list of received calls, press the LEFT navigational button. Your missed call list can be viewed by pressing the DOWN navigational button.

your call list functions.

The numbers in your call lists can be used in multiple ways. To dial one of these numbers, press the DIAL key. If you wish to edit the number before you dial it, tap EDIT. Your calls can also be removed from the list by pressing the CLEAR key. To store numbers into your contact directory, press the SAVE key whilst the number is selected. Information about the call such as time and date can be viewed by pressing the INFO key.

conference calling.

You can set up a conference call with a maximum of 3 parties. When you want to add another party into a call, press the CONFERENCE key. This will put the original call on hold. Tap in the extension or telephone number and tap SEND to place the call. Once the additional party has answered, press CONFERENCE again to merge all parties together into a conference call. To end the conference and split this into two separate calls, tap SPLIT.

conference bridge.

If you require a conference call with more than 3 parties regularly, it might be more useful to take advantage of the conference bridge we can offer for you. This can either be temporary if you need it as a one off, or set up as a permanent measure if you need to conference alot. If you need assistance or more information about this feature, please contact us. When using this service, simply dial the number assigned to your conference bridge, enter the PIN required and say your name and you will be in the conference. The conference can be accessed by anyone in the world, so perfect for those who deal with international clients

day & night mode.

To access your mailbox, simply hold down number 1 on your keypad. You must enter your PIN followed by # and follow the audible instructions. When your mailbox is full, it will stop working, therefore it is important to delete all used messages.

call forwarding.

You can forward calls from your handset as well as calls coming into your main telephone number to anywhere you choose from your online phone portal. If you wish to do this for your handset only, this can also be done from the handset from the features menu which can be found by clicking the MENU key.

adjusting volume.

When your handset is idle, use the +/- keys to increase or decrease the ringer volume. If you use these keys during a call, this will regulate the speaker level.



if you need us...



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