ELEVATE
UNIFIED COMMUNICATIONS

EQUIPMENT REFERENCE GUIDE SERIES

YOUR GUIDE FOR:

Polycom IP 6000 / 7000

CloudBusinessPhone.com

Quick Start Guide

Hosted PBX Service

Polycom SoundStation IP 6000 -7000



SoundStation IP 6000



SoundStation IP 7000

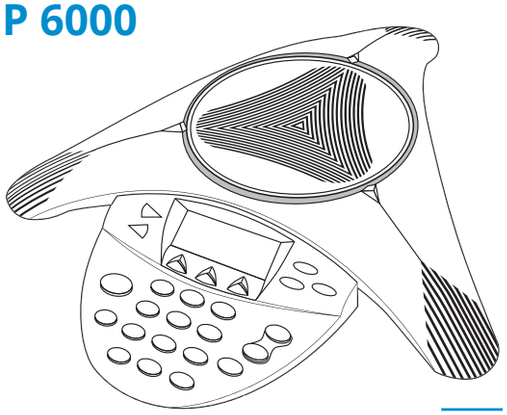
Welcome to your Hosted PBX service.

What's in the box?

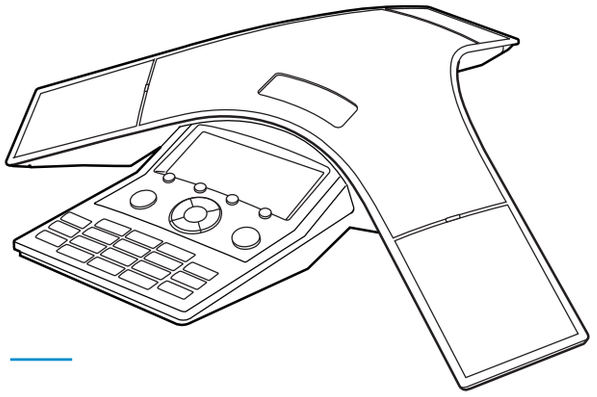
Polycom SoundStation IP 6000 SoundStation IP 7000

A. Phone
B. Network Cable
C. Quick Start Guide
D. Power Injector Cable (optional)
E. AC Adapter (optional)
F. Expansion Microphones (optional)

IP 6000



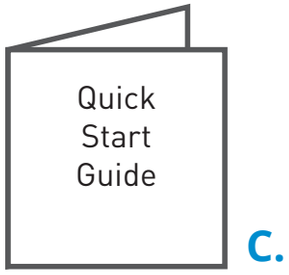
IP 7000



A.



B.



C.

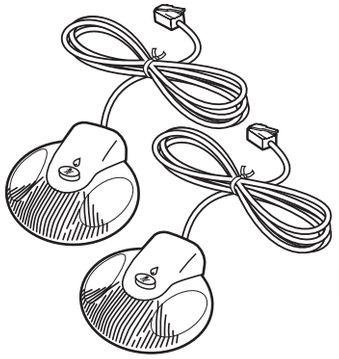
Optional Accessories:



D.



E.

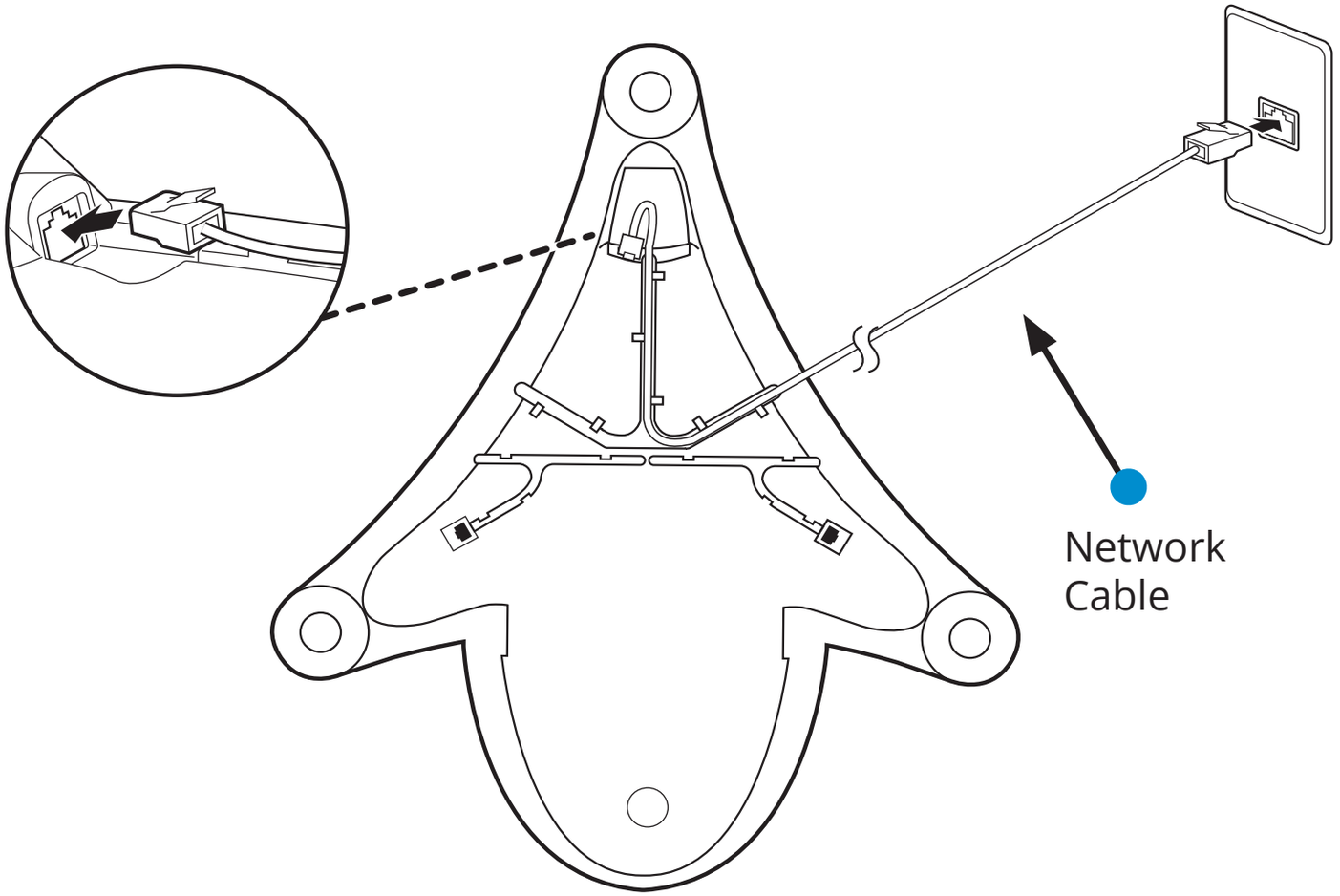


F.

Guided Setup

Connect Cables

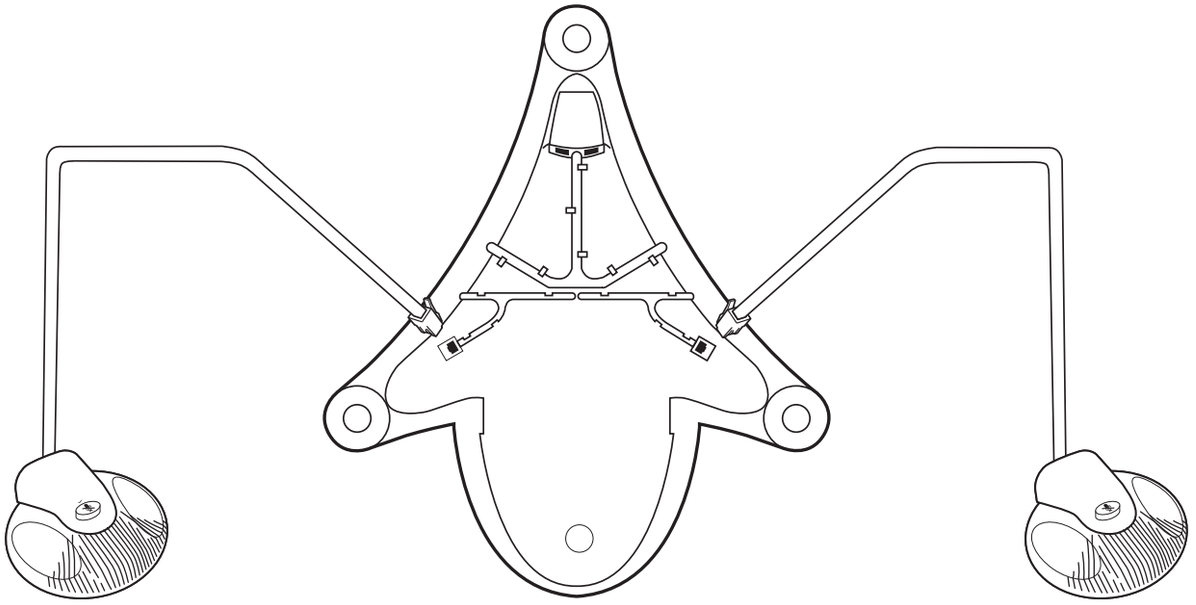
Please follow the diagram to install your phone. Once plugged in, the phone will automatically download its configuration and start to work.



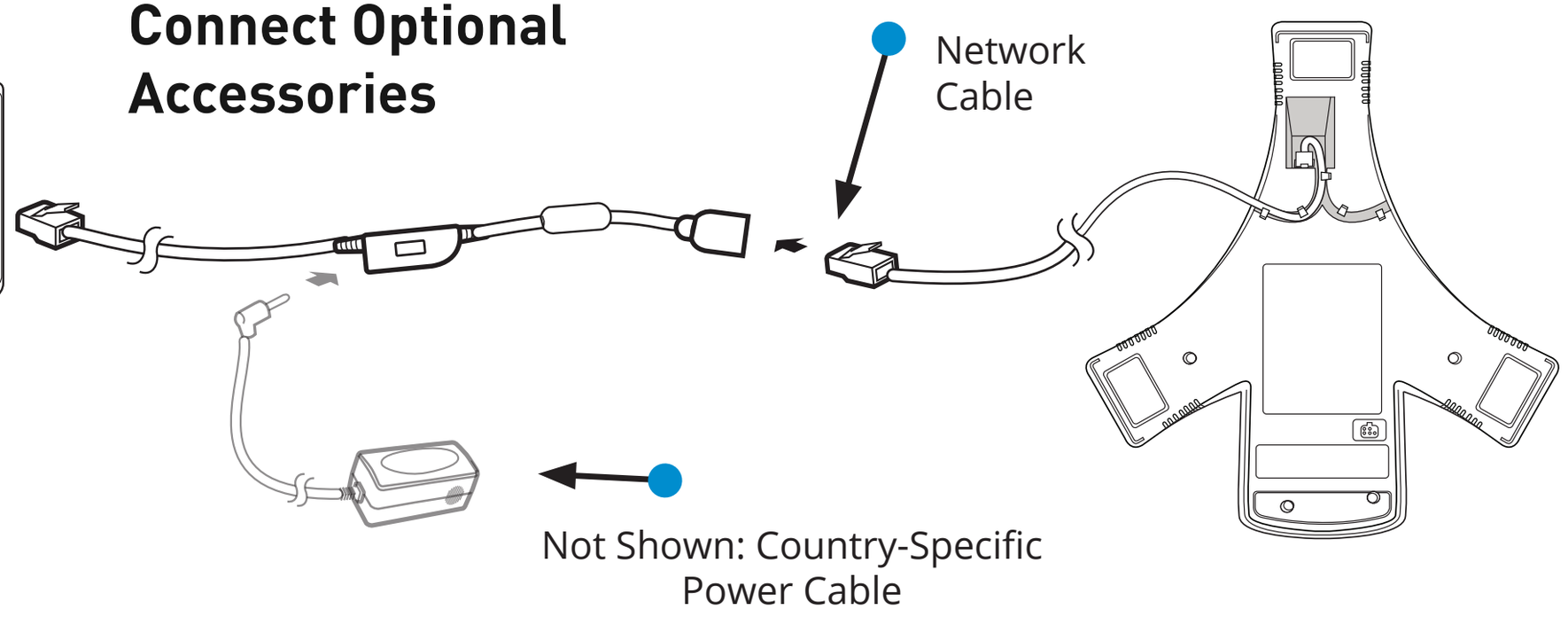
To install the SoundStation IP 6000 / 7000, plug one end of the network cable into the network port on the bottom of the SoundStation IP 6000 / 7000 console, and plug the other end of the network cable into your data port with PoE.

External Microphones

Connect external microphones (optional accessories), as shown below.



Connect Optional Accessories



Once the phone has been plugged in it will become operational.

Voicemail Box Setup

RECORDING YOUR PERSONAL VOICEMAIL GREETING

1. Press the “Messages” button ✉, and press the “Connect” soft key.
2. Enter the default PIN of 0000.
3. Select option 8 for User Options.
4. Select option 1 to record the Unavailable greeting.
5. Follow the voice prompts to record and check your greeting.

CHANGING THE PIN FROM THE PHONE

1. Press the “Messages” button ✉.
2. Enter the default PIN of 0000.
3. Select option 8 for User Options.
4. Select option 3 to change the PIN.
5. Enter the new PIN when prompted.

Your new PIN:

- Must be between 6 and 10 digits and must not start with “0”.
- Must not contain sequential or repeating digits, such as “123” or “111”.

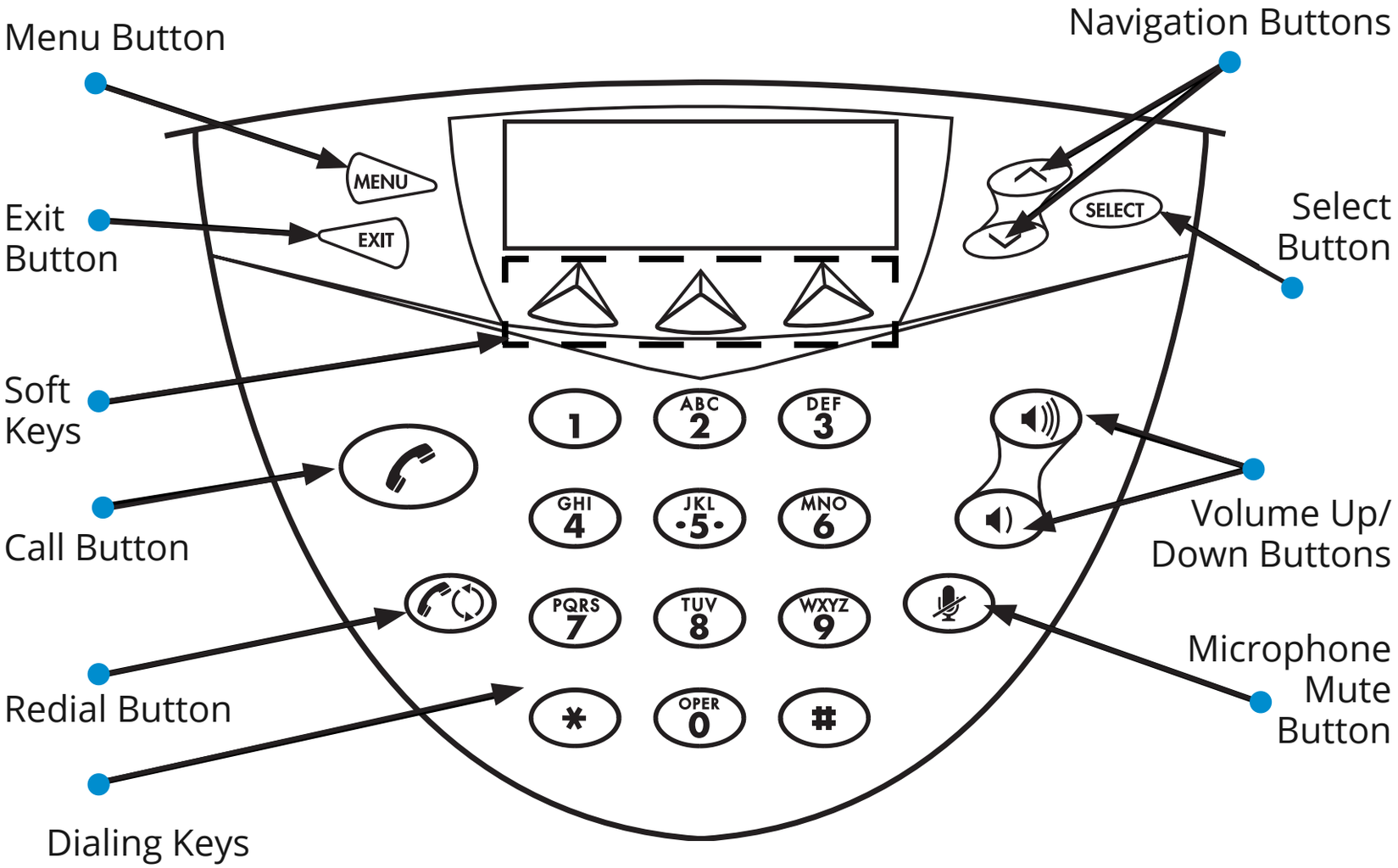


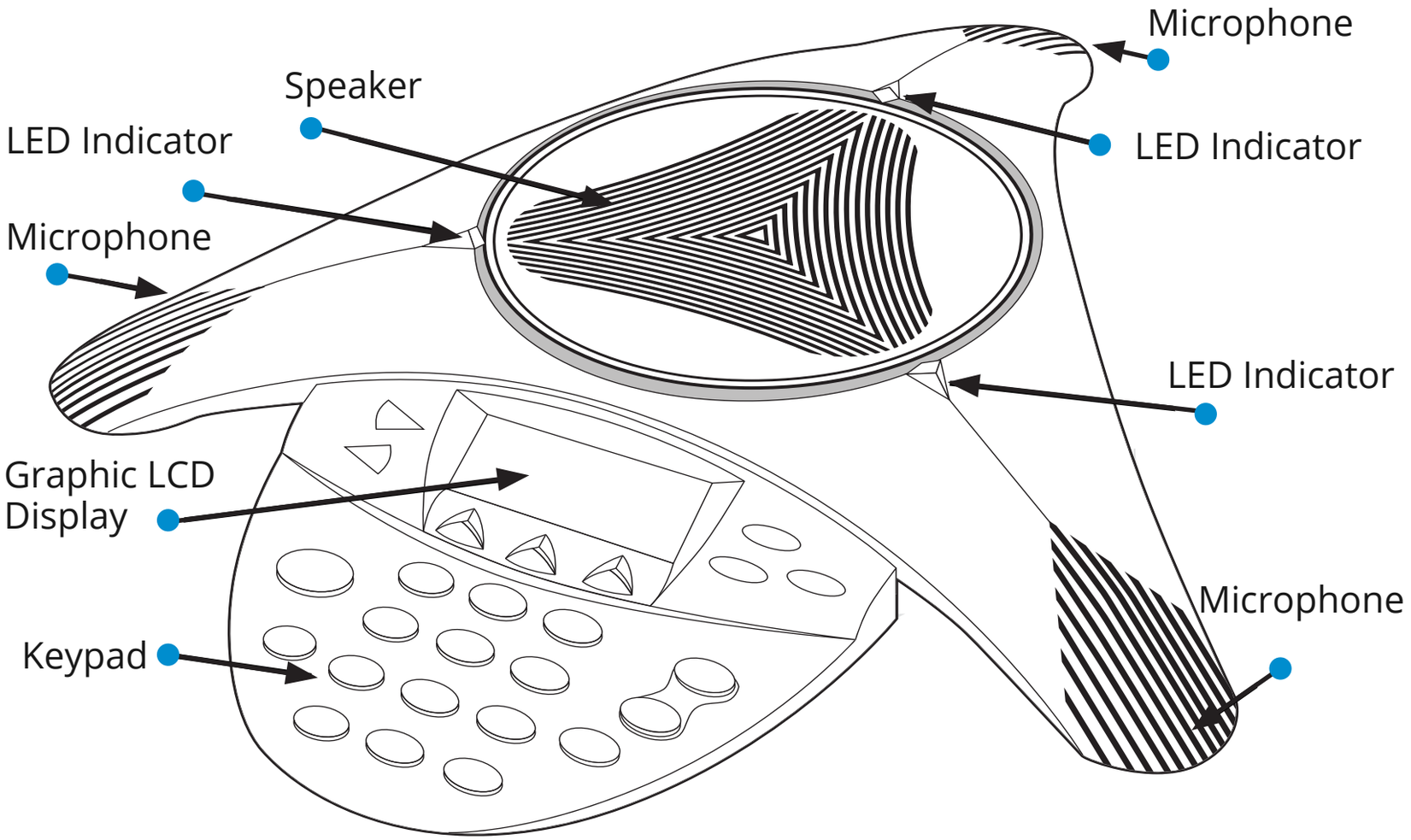
LOGGING INTO YOUR VOICEMAIL BOX VIA THE WEB

1. Go to http://cp.serverdata.net/voice/.
2. Enter your Phone Number and PIN/Password.
3. Click LOGIN.

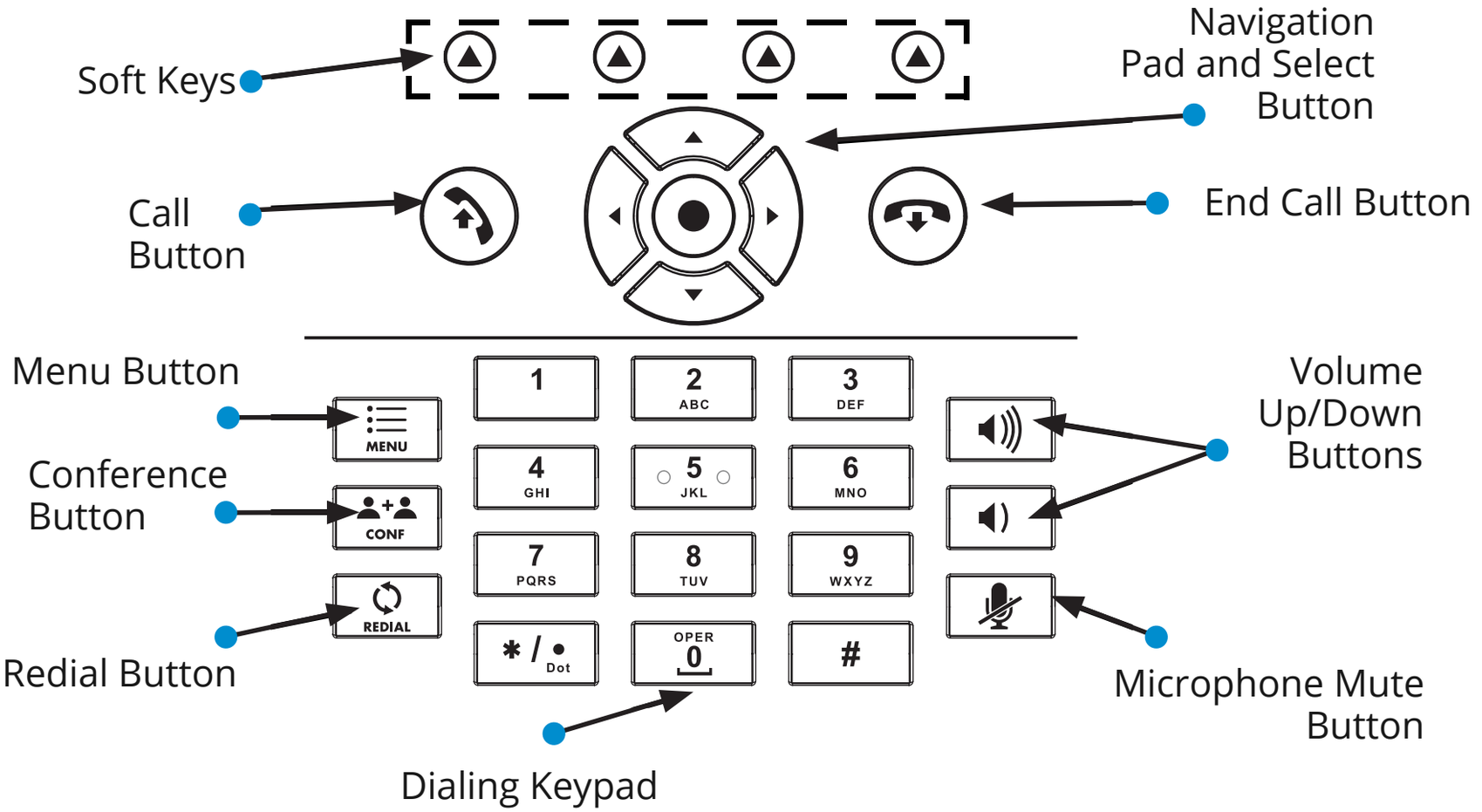

POLYCOM
1955
Monday, November 19 12:09 PM
New Call
Forward
MENU
EXIT
SELECT
SoundStation IP 6000
HDvoice
1
ABC 2
DEF 3
GHI 4
JKL 5
MNO 6
PQRS 7
TUV 8
WXYZ 9
*
OPER 0
#

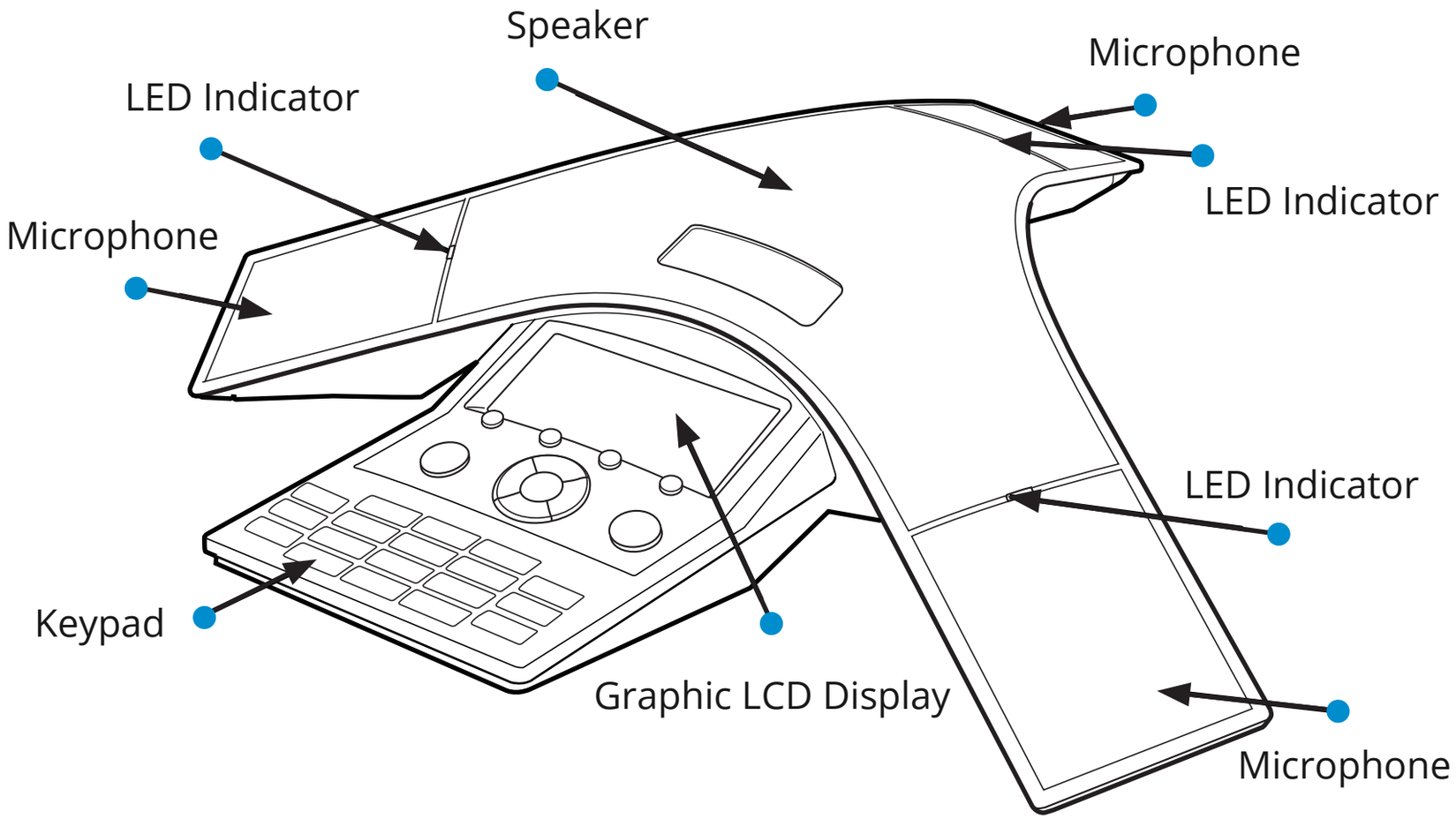
Features Polycom SoundStation IP 6000




Microphone
Speaker
LED Indicator
LED Indicator
Microphone
LED Indicator
Graphic LCD
Display
Microphone
Keypad

Features Polycom SoundStation IP 7000




Speaker
Microphone
LED Indicator
LED Indicator
Microphone
LED Indicator
Keypad
Graphic LCD Display
Microphone

Commonly Used Features

PLACING OUTGOING CALLS

When the phone is not in use:

1. Press the “Call” button or the “New Call” soft key.
2. Dial a 3-digit extension or telephone number.

ANSWERING AN INCOMING CALL

Press the “Call” button OR the “Answer” soft key.

REJECTING AN INCOMING CALL

Press the “Reject” soft key to immediately send the caller to the configured forwarding number.

ENDING A CALL

Press the “Call” button OR press the “End Call” soft key.

HOLD

Placing a Call on hold:

- While on a call, press the “Hold” soft key.

Retrieving Calls on hold:

- Press the “Resume” soft key to resume the holding call on that line.

TRANSFERRING CALLS

Blind Transfers:

1. While on a call, press the “Transfer” soft key.
2. Press the “Blind” soft key.
3. Dial the desired phone number or extension number.
4. The call is automatically transferred.

Attended (Consultative or Warm) Transfers:

1. While on a call, press the “Transfer” soft key.
2. Dial the desired phone number or extension number.
3. Wait for the party to answer, and announce that you are transferring a call to them.
4. Press the “Transfer” soft key OR hang up the phone to complete the transfer.

MUTE

1. To mute the microphone on an active call, press the “Mute” button.
2. To un-mute the microphone, press the “Mute” button again.

VOLUME ADJUSTMENT

In-Call Volume:

- While on a call, press the “+” and “-” buttons to raise or lower the volume.

Ringer Volume:

- While the phone is not in use, press the “+” and “-” buttons to adjust the ringer volume on the phone.

CALL WAITING

When an inbound call rings in, you will hear a beep tone emitted by your phone.

To Answer the Second Call:

1. Press the “Down Arrow” button to access that call.
2. Press the “Answer” soft key.
3. The current call will be placed on hold.
4. Once the second call has ended, resume the original call by pressing the “Resume” soft key.

To Reject the Second Call:

- Press the “Reject” soft key to immediately send the caller to voicemail.

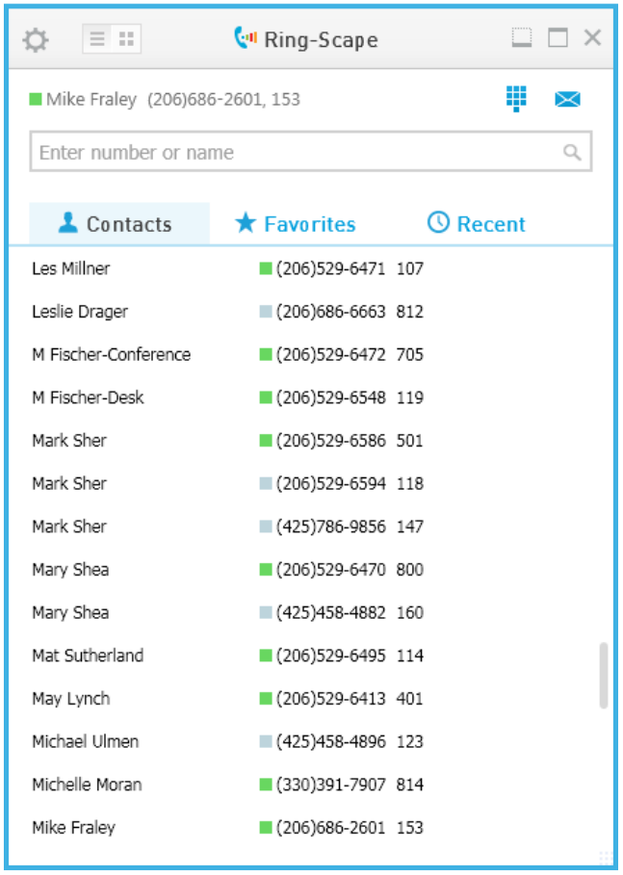
FORWARDING CALLS

1. Press the “Forward” soft key OR press the Menu button, and select 1 for Features, and 2 for Forwarding.
2. If “Always Forward” is currently disabled, “Always (Disabled)” will be displayed.
3. Press 1 for “Always”.
4. Enter / verify the contact number where calls will be forwarded.
5. Press the “Enable” soft key.

Disabling “Always Forward”:

1. If “Always Forward” is currently enabled, “Always (Enabled)” will be displayed.
2. Press 1 for “Always”.
3. Press the “Disable” soft key.

“Forward On Busy” and “Forward On No Answer” can be set in a similar manner.



FREE

Download Ring-Scape for increased desktop productivity:

https://www.serverdata.net/visitor/voice/ringscape/index.asp

We are here to help.



http://controlpanel.msoutlookonline.net/support/kb/

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