ELEVATE
UNIFIED COMMUNICATIONS

EQUIPMENT REFERENCE GUIDE SERIES

YOUR GUIDE FOR:

Polycom IP 5000

CloudBusinessPhone.com

Quick Start Guide

Hosted PBX Service
Polycom SoundStation IP 5000



Welcome to your Hosted PBX service.

What's in the box?

Polycom SoundStation IP 5000

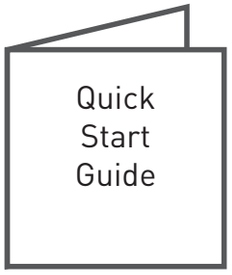
A. Phone
B. Network Cable
C. Quick Start Guide
D. Power Injector Cable (optional)
E. AC Adapter (optional)
F. Expansion Microphones (optional)



A.



B.



C.

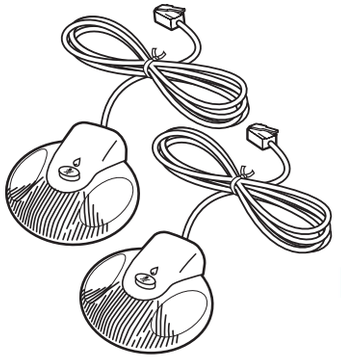
Optional Accessories:



D.



E.

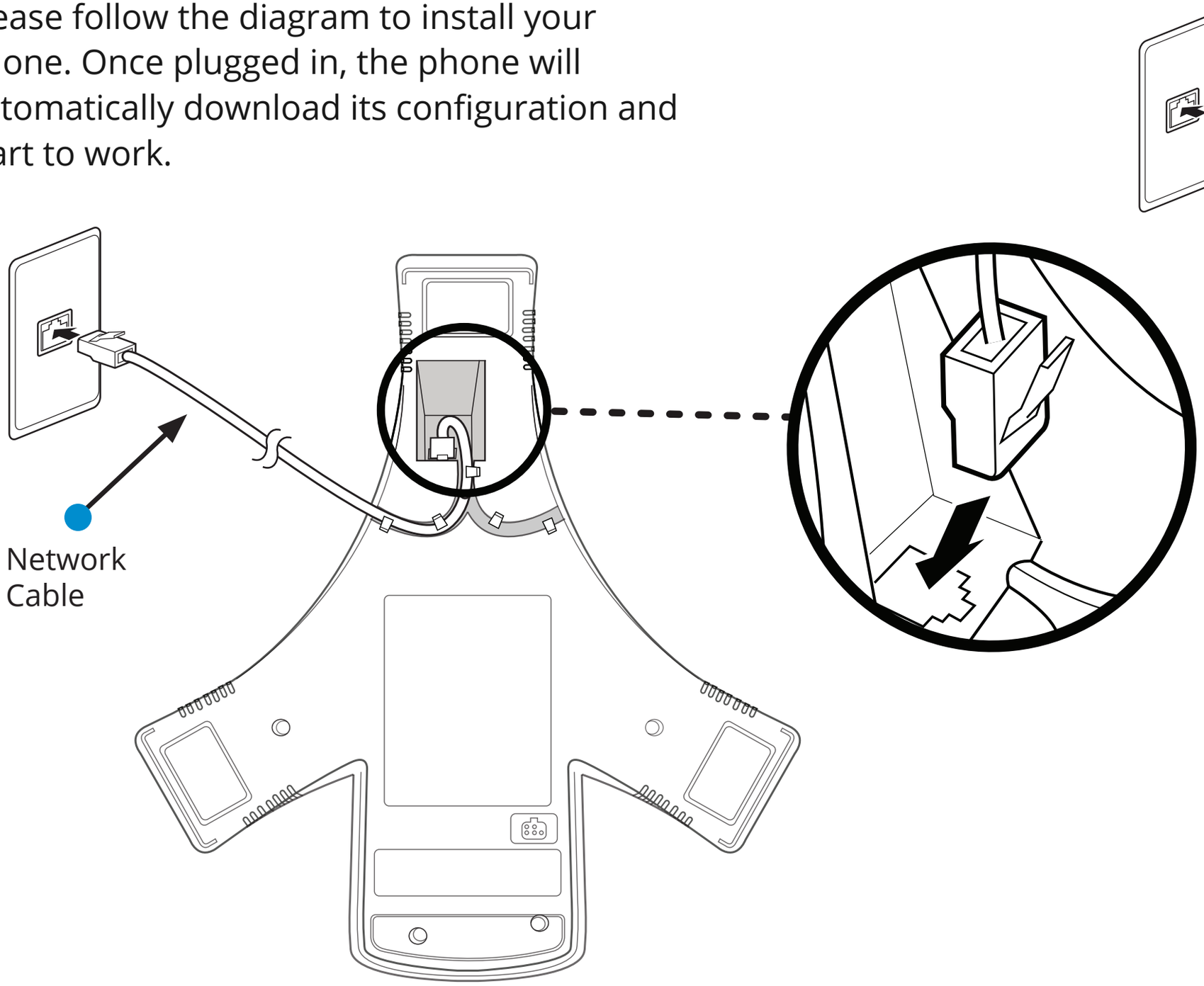


F.

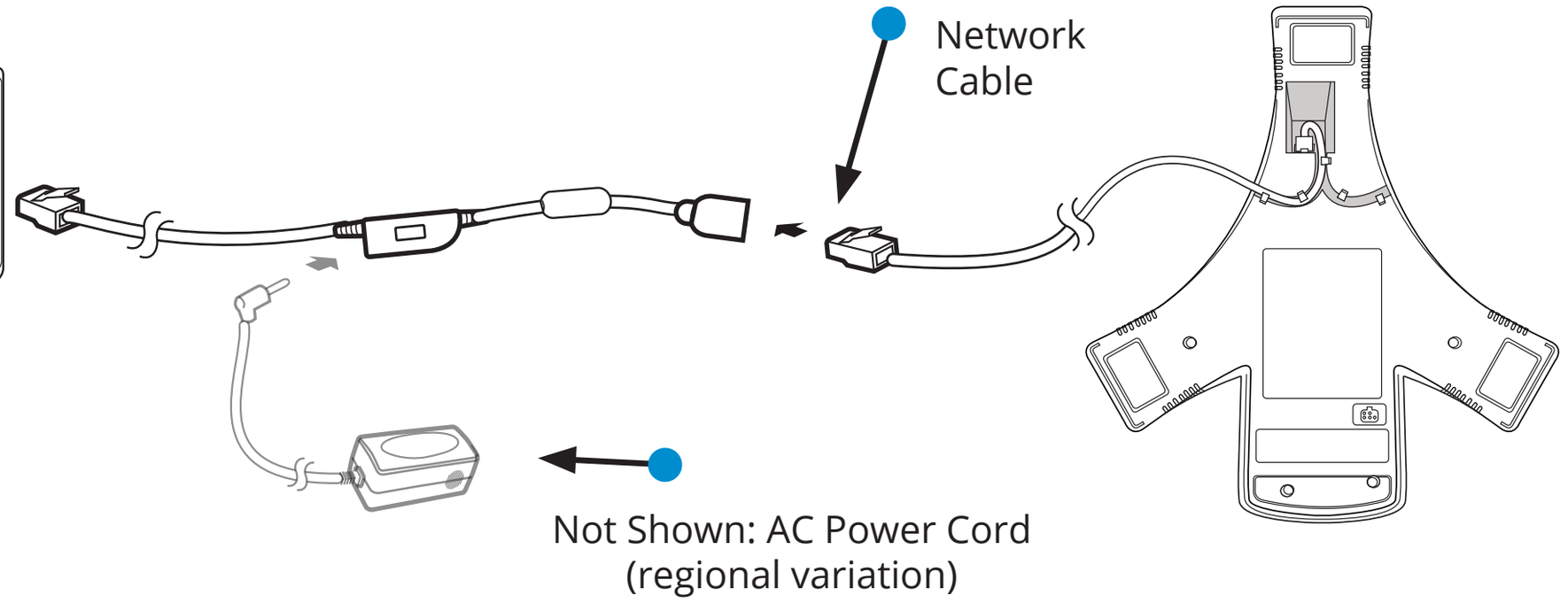
Guided Setup

Connect Cables

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



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”.

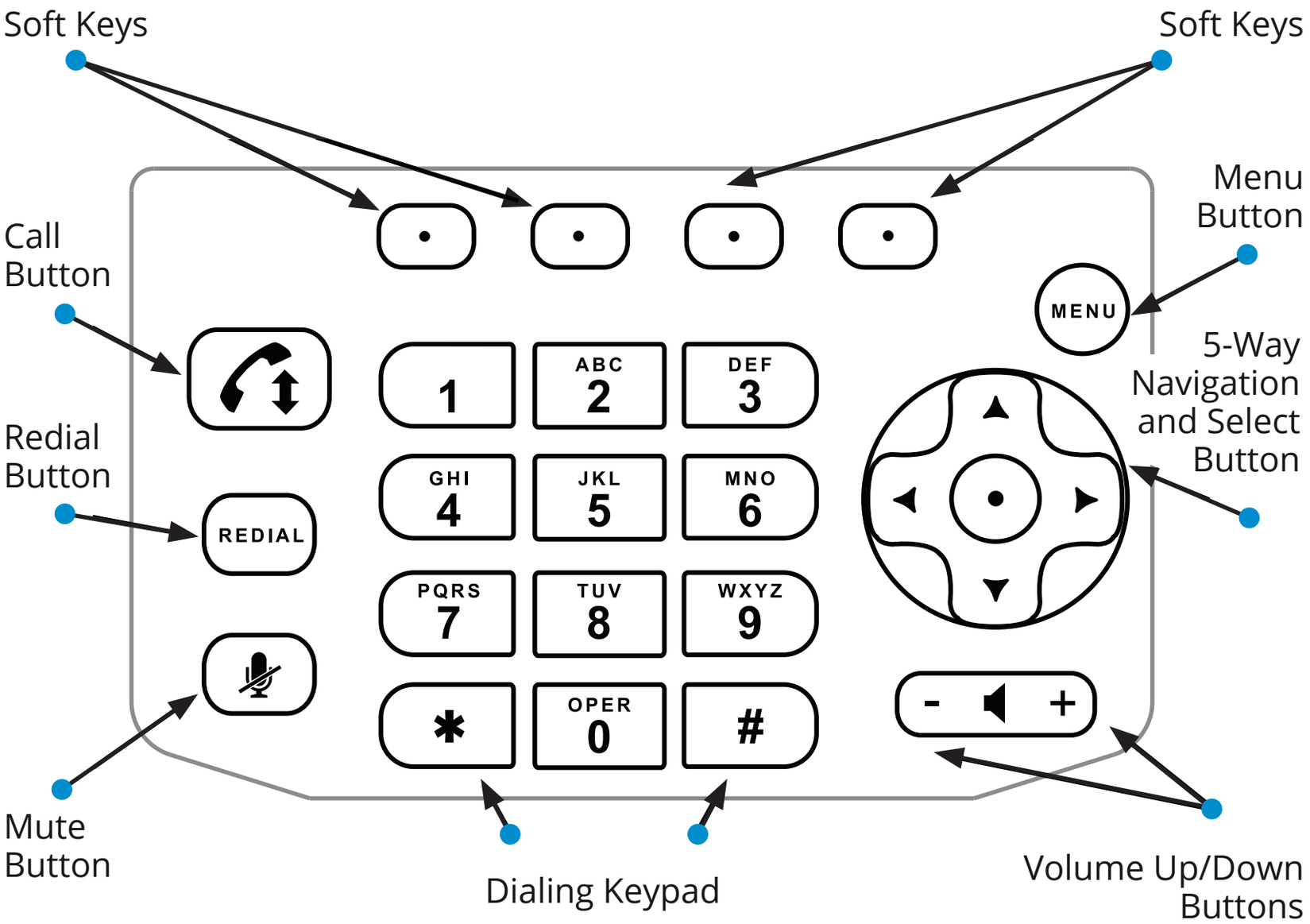


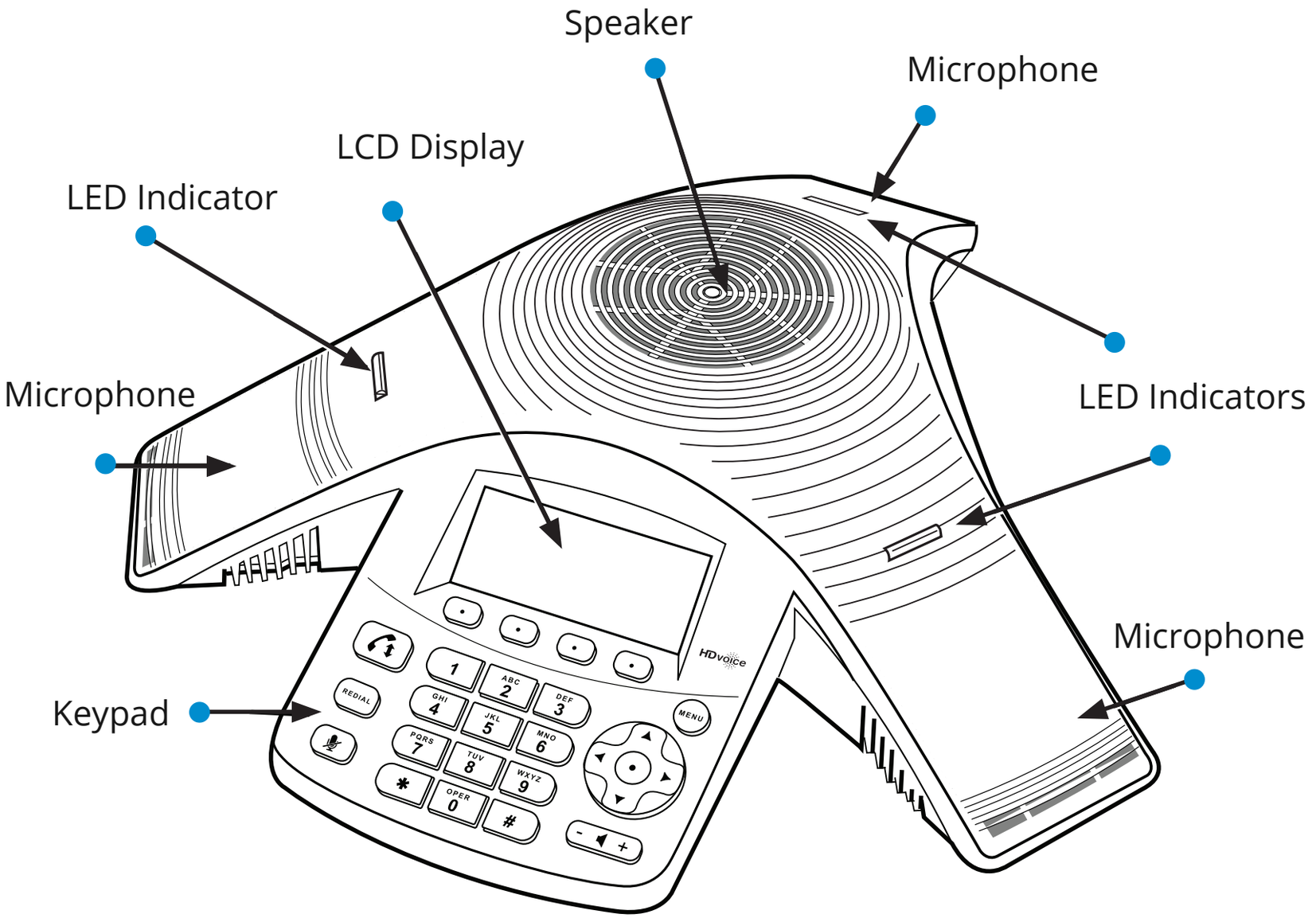
LOGGING INTO YOUR VOICEMAIL BOX VIA THE WEB

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


Polycom
SoundStation IP 5000
1950
Tuesday, November 3 2:07 PM
New Call
Forward
REDIAL
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
*
0 OPER
#

Features Polycom SoundStation IP 5000




Speaker
Microphone
LCD Display
LED Indicator
Microphone
LED Indicators
Microphone
Keypad
HDvoice
REDIAL
MENU
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
*
0 OPER
#

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 an 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:

http://www.serverdata.net/ringscape

We are here to help.



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

PolycomIP5000-PLR-QS-001