



# Your Polycom IP5000

# HANDSET USER GUIDE POLYCOM SOUNDSTATION IP5000



Your Polycom SoundStation IP5000 Conference Phone is one of the most feature rich IP conference phones on the market, boasting unparalleled clarity, making your conference room calls sound amazingly clear and lifelike.



## 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.

## DND

This stands for **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.

Login to your support portal for further information: [support.circle.cloud](https://support.circle.cloud)

## 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.

## NIGHT / DAY MODE

When the system is in day mode, it will ring as normal and when in night mode all calls will forward to your out of hours voicemail service. These voicemails will be forwarded to a designated email address. If you require this setting, this can be discussed with your engineer on the day of installation or contact us via your support portal.

## 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.

