CALNET: AT&T Hosted Voice Service
Polycom® SoundStation® IP 6000

Version 1.0

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Covered topics

- What is AT&T Hosted Voice Service?
- What is the Polycom® SoundStation® IP 6000
- Phone features
  - Phone controls
  - Dialing basics
  - Feature (star) codes
- Questions and answers

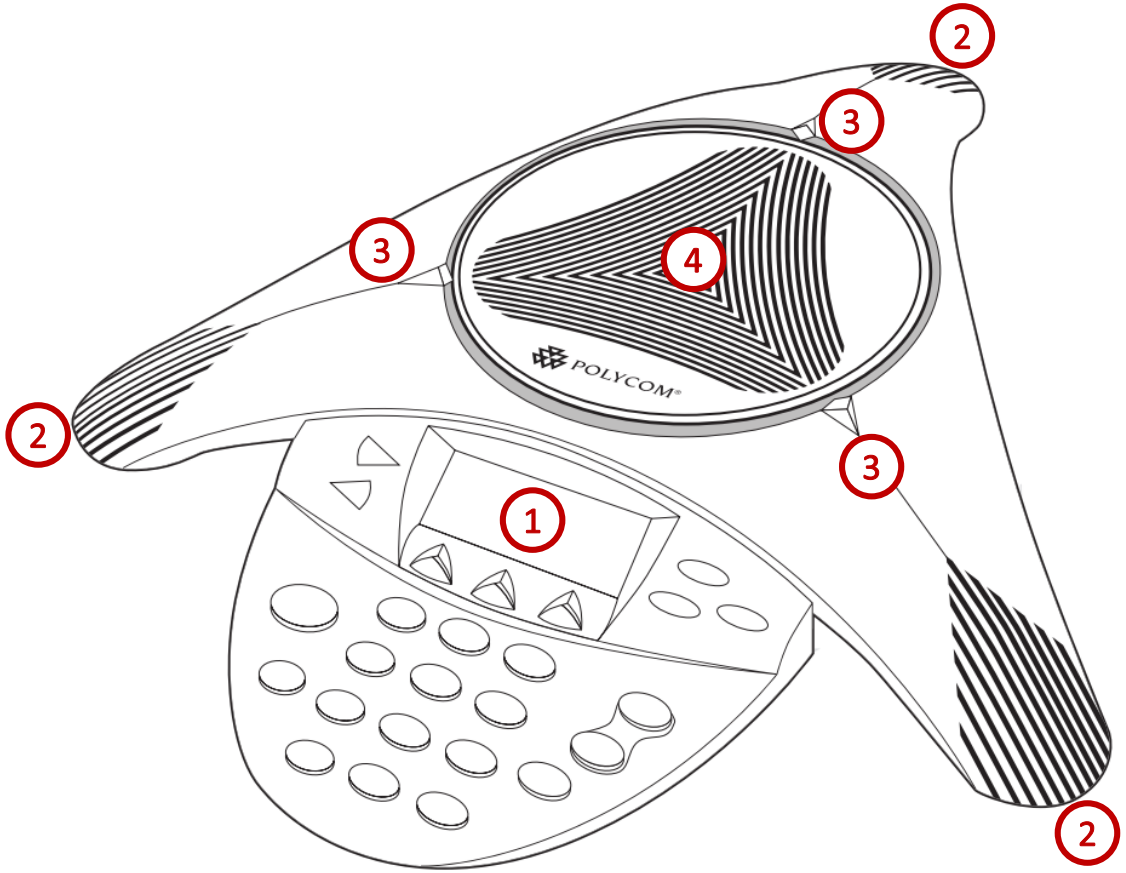
What is AT&T Hosted Voice Service?

AT&T Hosted Voice Service (HVS) is a cloud-based solution, powered by BroadSoft and managed using the Clearspan OpEasy® portal. HVS is a cutting-edge, fully hosted Voice over Internet Protocol (VoIP) service that delivers enhanced communication tools over AT&T's industry leading global IP network. The AT&T HVS service includes advanced features, unlimited domestic calling, and a full suite of management services and tools providing the best overall service to our customers.

What is the Polycom SoundStation IP 6000

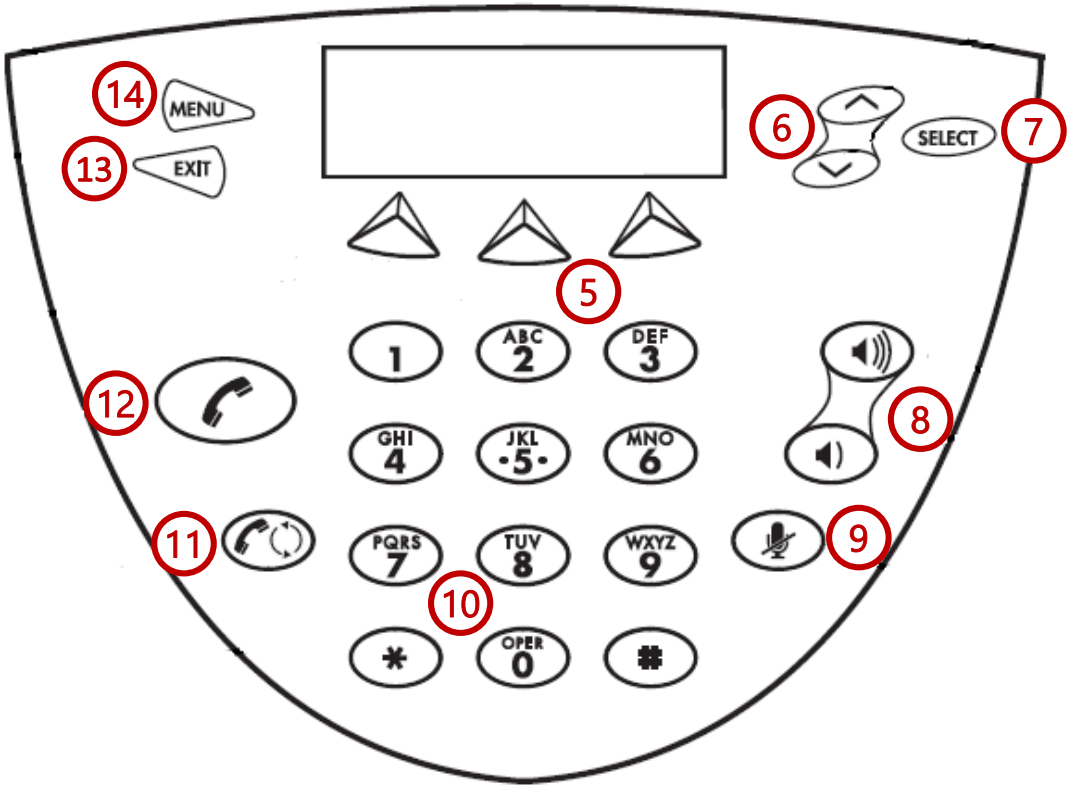
The Polycom SoundStation IP 6000 conference phone is a full-featured IP phone equipped with a high-resolution LCD screen and it provides high-fidelity wideband audio conferencing over an IP network.

Polycom SoundStation IP 6000 phone



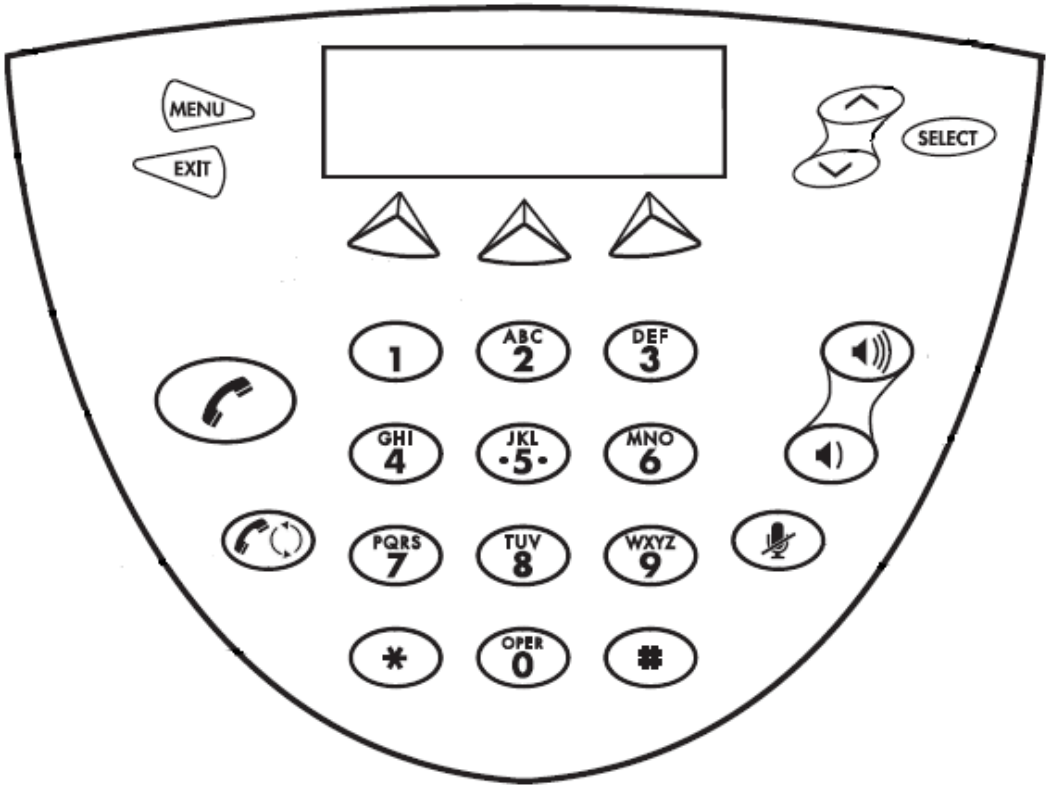
1. Graphic LCD display
2. Microphones
3. LED indicators
4. Speaker

Polycom SoundStation IP 6000 phone – continued



5. Soft keys
6. Scroll buttons
7. Select button
8. Volume buttons
9. Microphone Mute button
10. Keypad
11. Redial button
12. Call button
13. Exit button
14. Menu button

Accessing the menu



The Menu button provides access to phone settings and functions:

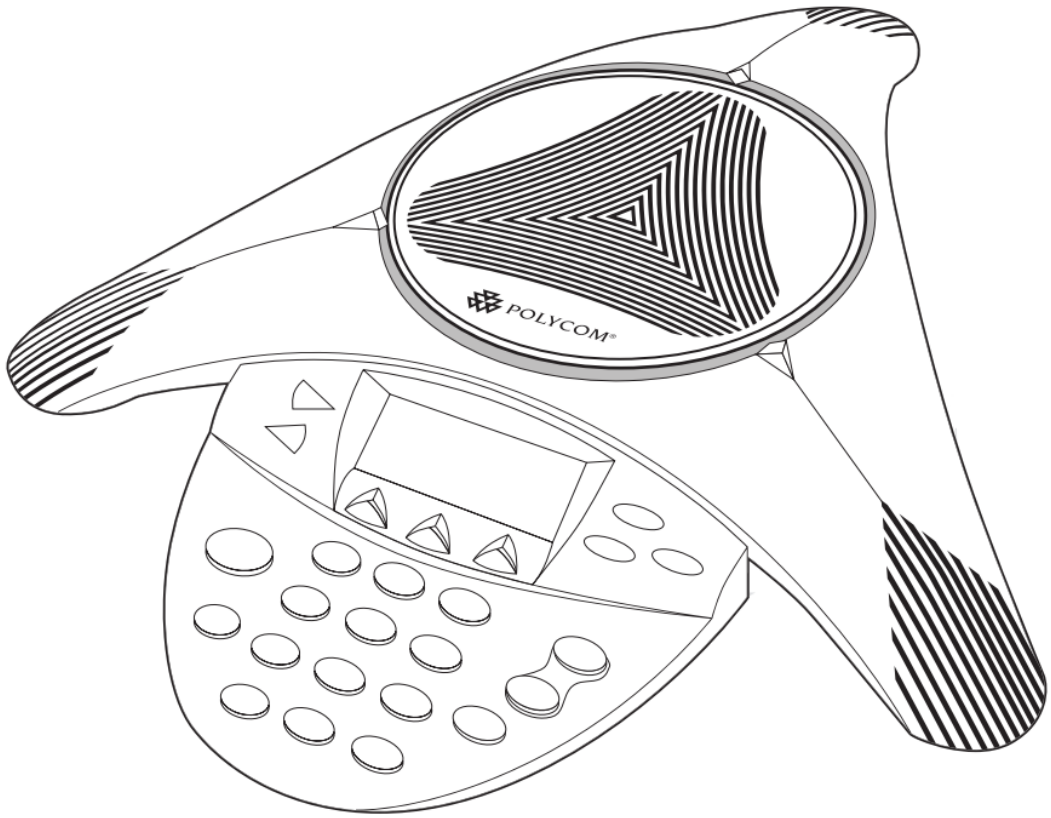
- Features
  - Do Not Disturb
  - Forward
  - Contact Directory
  - Call List
  - Messages
- Status
  - Platform
  - Network
  - Lines
  - Diagnostics
- Settings
  - Basic
  - Advanced
- Applications

Line icons

The following list describes the icons visible on the graphic display:

- Registered line: solid black conference phone.
- Ringing / incoming call: musical notes.
- Call on hold: black upside-down flashing handset above conference phone icon.
- Outgoing call: arrow moving left.
- Active call: two opposing arrows.
- Do Not Disturb activated: large X displayed in upper left corner of display and (X) Do Not Disturb will show in the graphic display window.

LED indicators



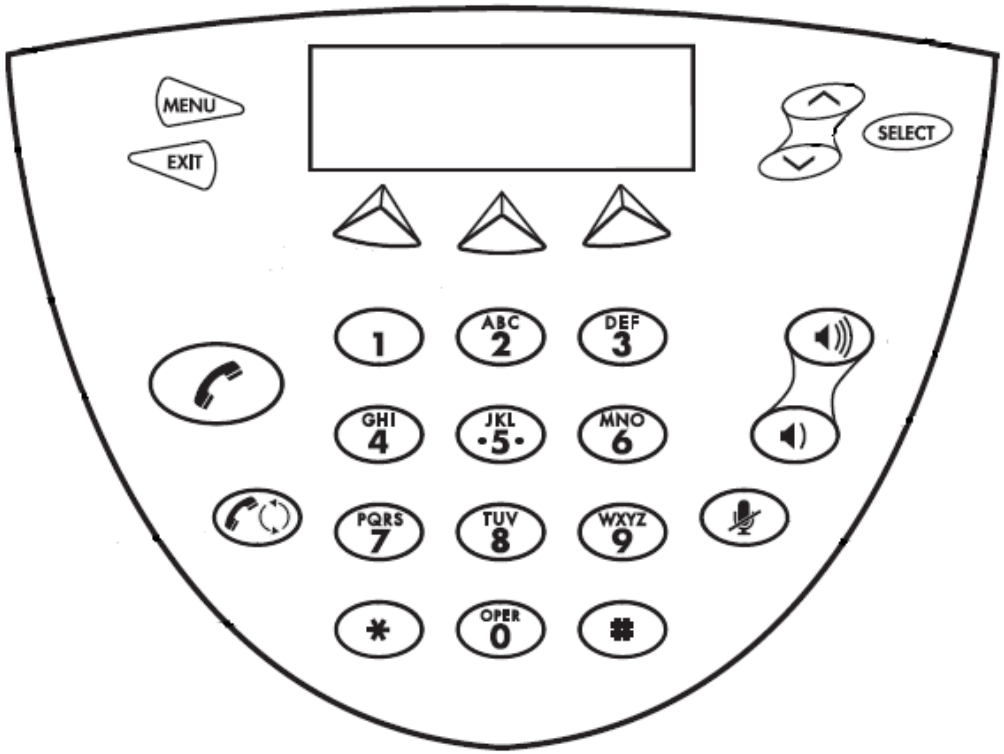
The LED indicators will change color depending on the event.

- **Fast flashing green**: Incoming (ringing) call.
- **Solid green**: Active call is in progress.
- **Flashing red**: Call is on hold.
- **Solid red**: Call is muted.

Dialing tips

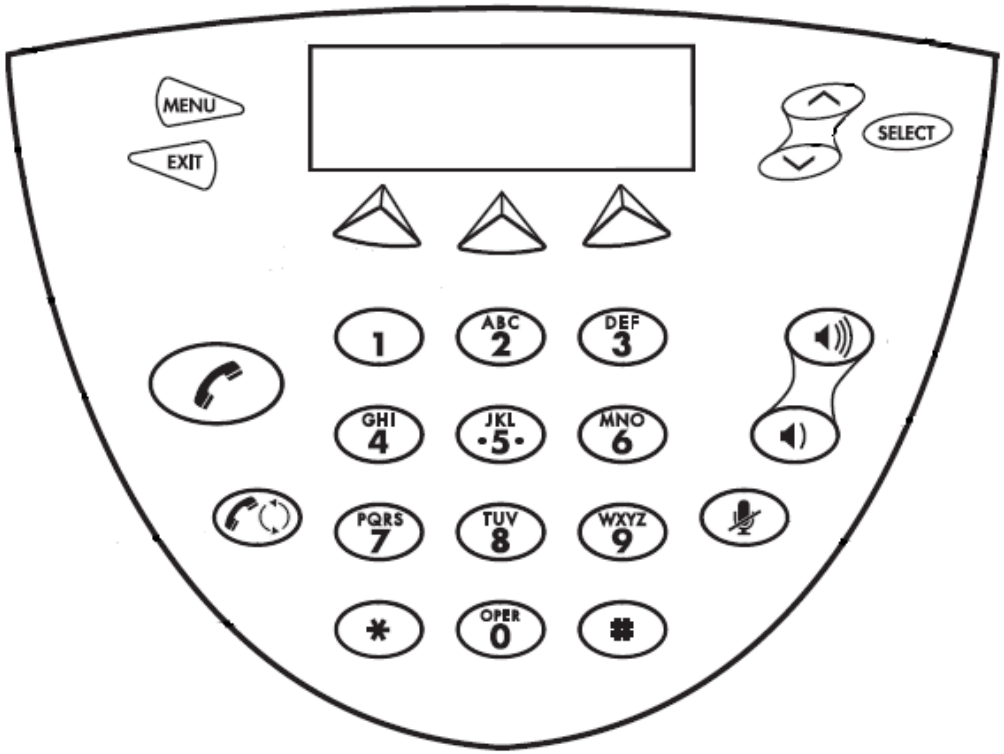
- Dial number before choosing the method of call.
- You do not need to press 9 for an outside line.
- You do not need to press 1 before the area code.
- You do not need to include area code for local calls.
- Internal calls can be completed by dialing the extension.
- Call duration is monitored through a local call timer on the graphic display.

Calling basics



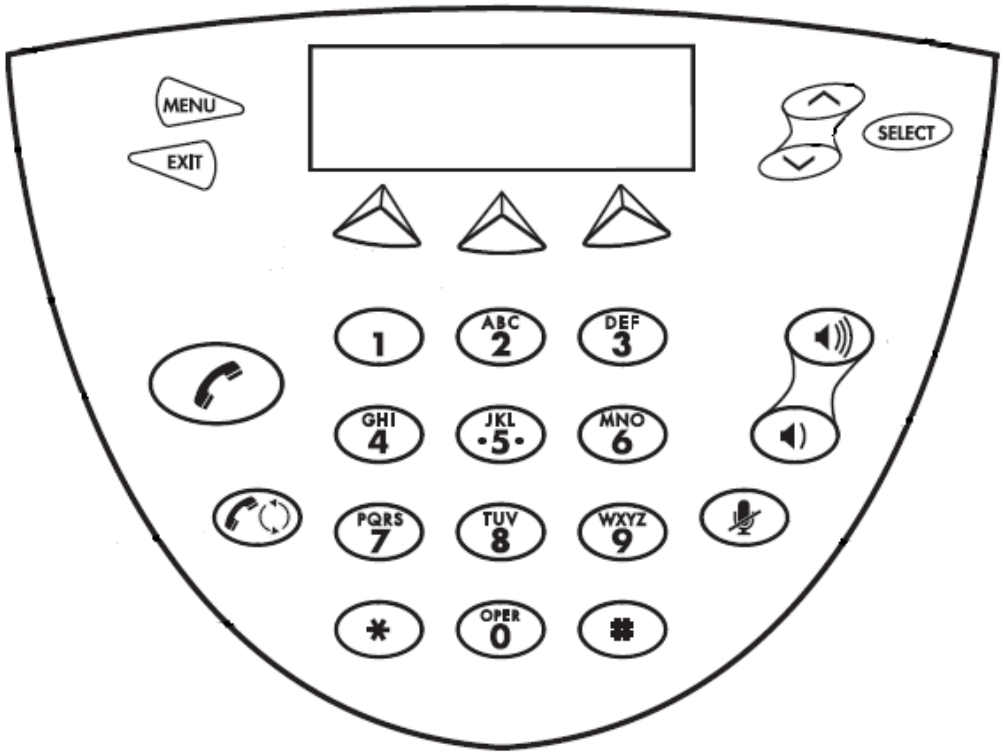
- Placing a call
  - Dial first
    - Dial pad
    - Call Lists
    - Contact Directory
    - Press Redial button
  - Choose call method
    - Press Call button
    - Press **Dial** soft key
- Answering a call
  - Press Call button
  - Press **Answer** soft key
  - Press **Reject** soft key
- Ending a call
  - Press **End Call** soft key
  - Press Call button

Placing a call on hold



- During an active call:
  - Press **Hold** soft key.
  - Press **Resume** soft key to reactivate a call.
- Notes:
  - Music on hold will play if a conference call is put on hold.
  - If multiple calls held, use the Scroll buttons to switch between calls. Press **Resume** soft key to select desired call.

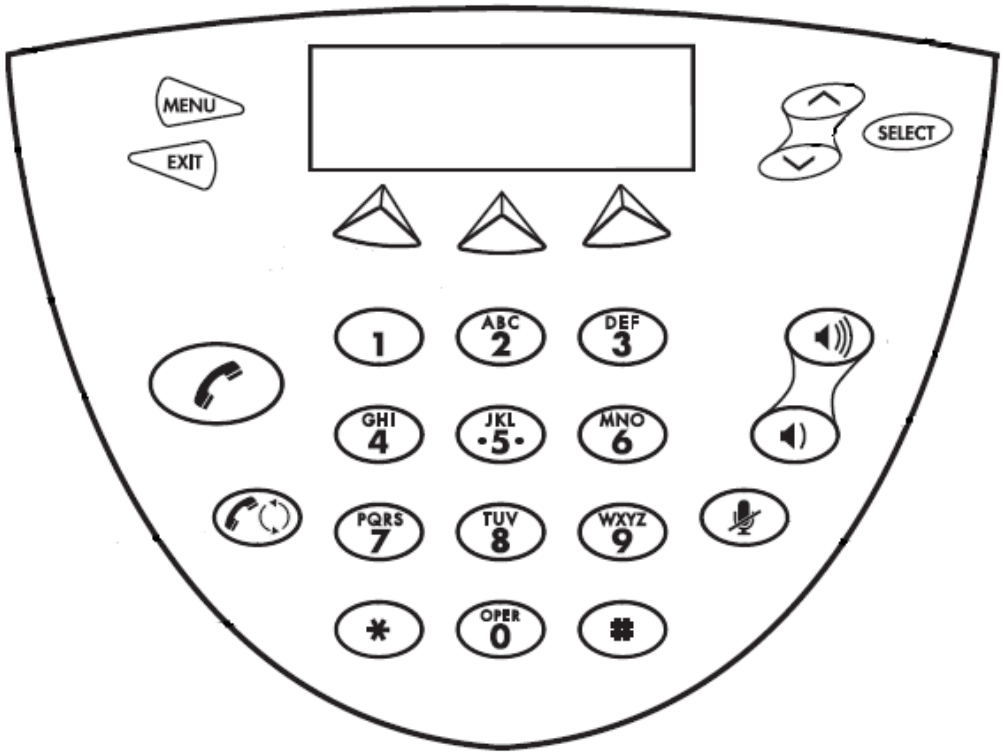
Do Not Disturb



Do Not Disturb prevents incoming call notifications.

- Callers will hear a busy signal.
- To enable / disable:
  - Choose the Menu button.
  - Select Features.
  - Select Do Not Disturb.
- A blinking X will appear in the upper left corner and (X) Do Not Disturb will show in the graphic display window.

Call List

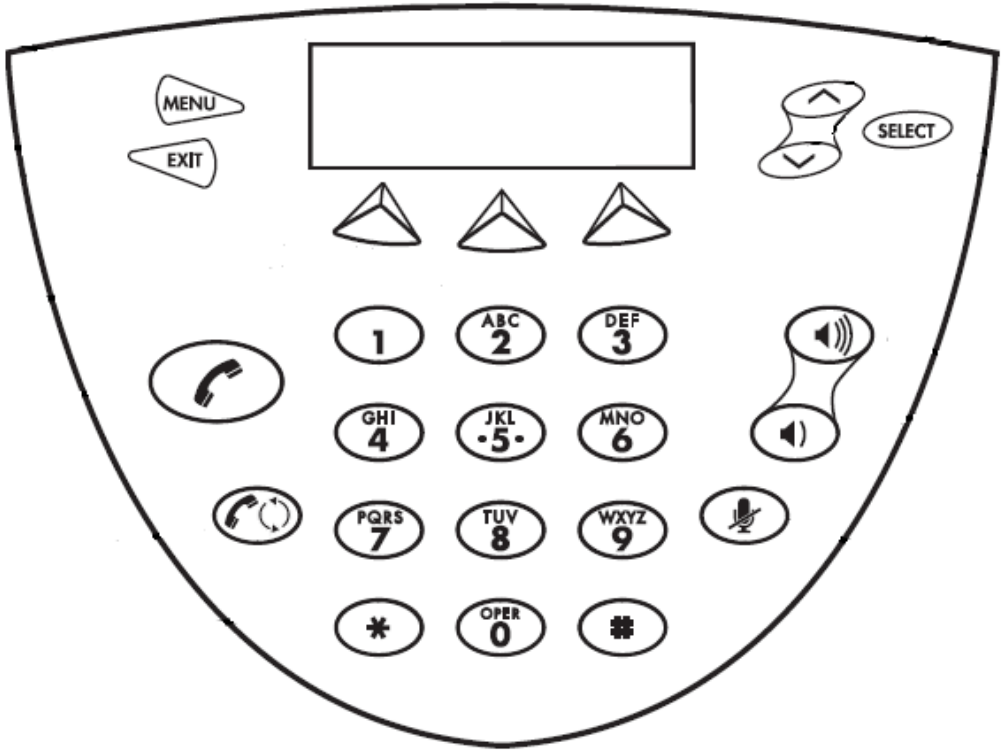


The Call List retains up to 99 received, placed, and missed calls.

- To retrieve Call List:
  - Choose the Menu button.
  - Select Features.
  - Select Call Lists.
  - Use the Scroll buttons to scroll up / down through the list.
  - Select **Dial** soft key to place the call.

Note: If power is lost to the phone or the phone is rebooted, the call lists will be erased on the phone.

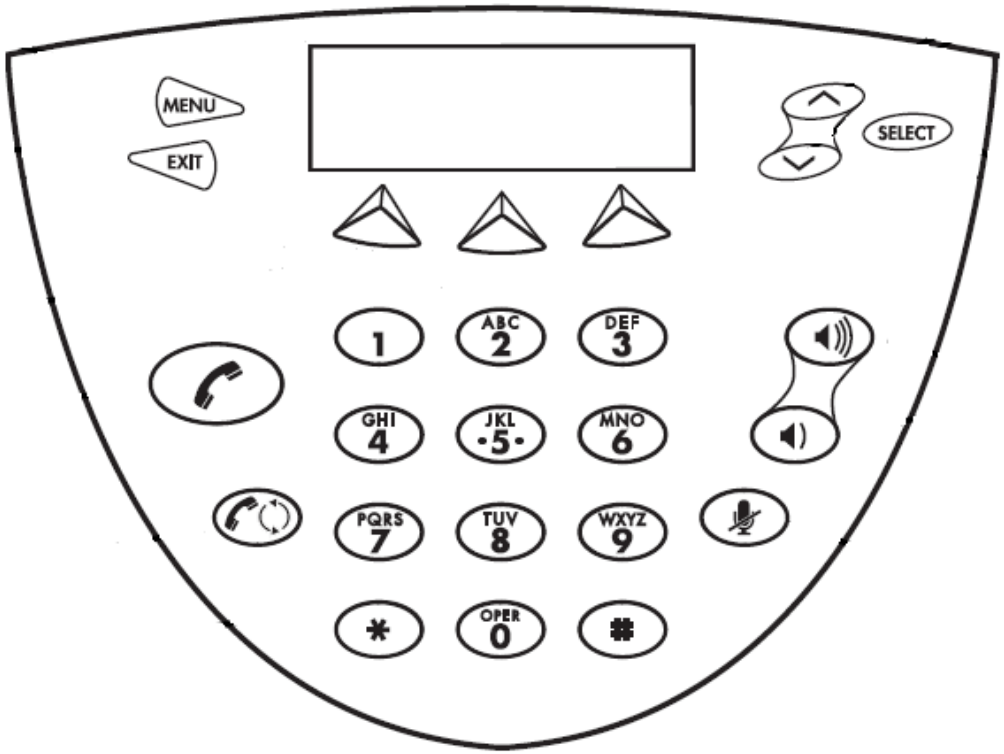
Contact Directory



Phone maintains up to 99 contacts.

- To add a new contact:
  - Choose the Menu button
  - Select Features.
  - Select Contact Directory.
  - Select **Add** soft key.
  - Enter information using the dial pad.
  - Select **Save** soft key.
- To modify current contacts:
  - Select the contact you wish to change.
  - Select appropriate soft key (**Edit** or **Delete**).
  - Select **Save** soft key when complete.
- Select **Dial** soft key to place a call.

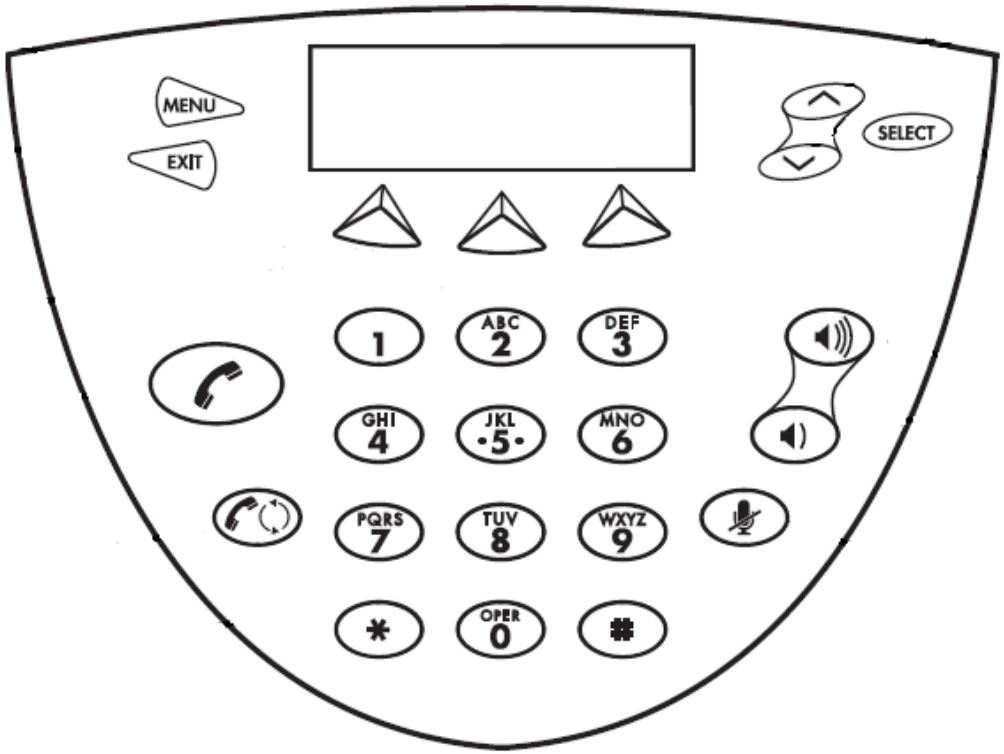
Conference calling



You can conference up to 3 participants on one call.

- Press **Conference** (Confrnc) soft key.
- Enter the number.
- Select **Dial** soft key.
- Select **Conference** (Confrnc) soft key to complete.
- **Split** soft key separates the two active calls in a conference.

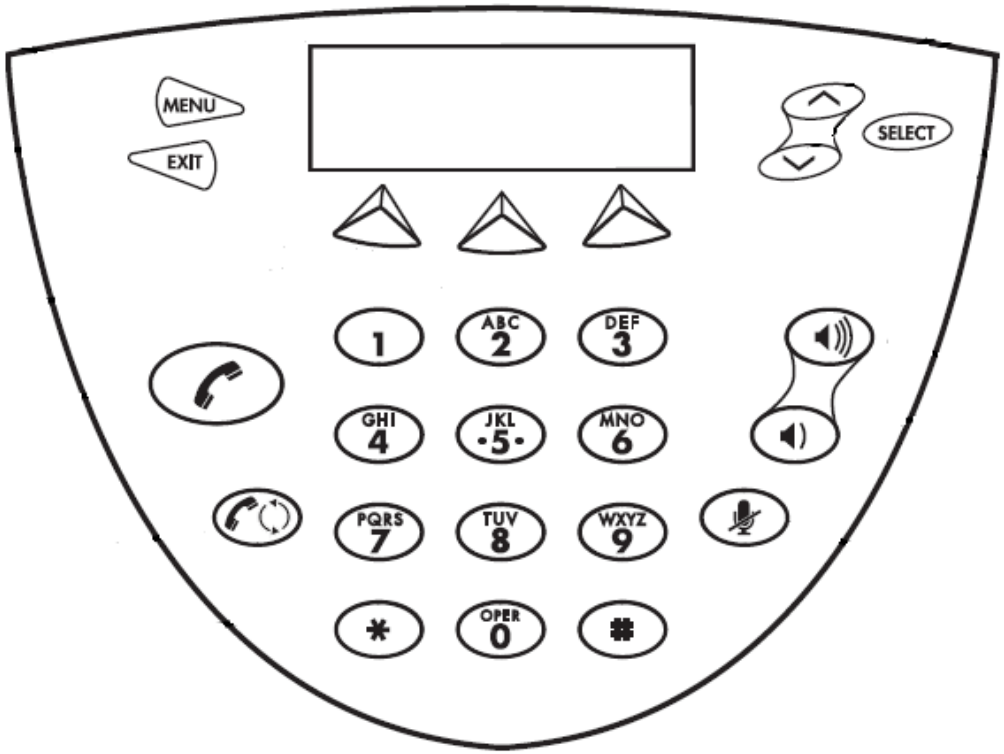
Transferring a call



Transfer a call to an extension or 10-digit number.

- Select **Transfer** (Trnsfer) soft key.
- For consultative transfer, enter the phone number of the receiving party.
  - Note: To transfer without an introduction, first select the **Blind** soft key.
- Select **Dial** soft key.
- Select **Transfer** (Trnsfer) soft key to complete consultative transfer.
- **Cancel** soft key stops the transfer process.

Parking a call



Parking a call allows you to pick up a call from a different extension.

- Press the **Transfer** (Trnsfer) soft key.
- Enter *68
- Press # to park the call to your extension.
- Enter another extension and press #.

To retrieve from another extension:

- Enter *88
- Press the **Dial** soft key.
- Press # to retrieve from your own extension.
- Enter extension, if different than your own, and press #.

Call forwarding

Enable

- When your phone is idle enter:
  - *72 for Call Forwarding Always
  - *92 for Call Forwarding No Answer
- Enter the forward-to number.
- Press the # key.
- A voice prompt confirms that Call Forwarding is turned on.

- Note: The forward-to number can be an extension or any 10-digit phone number.

Disable

- When your phone is idle enter:
  - *73 for Call Forwarding Always
  - *93 for Call Forwarding No Answer
- Press the **Dial** soft key.
- A voice prompt confirms that Call Forwarding is turned off.

Call forwarding with soft key

Enable

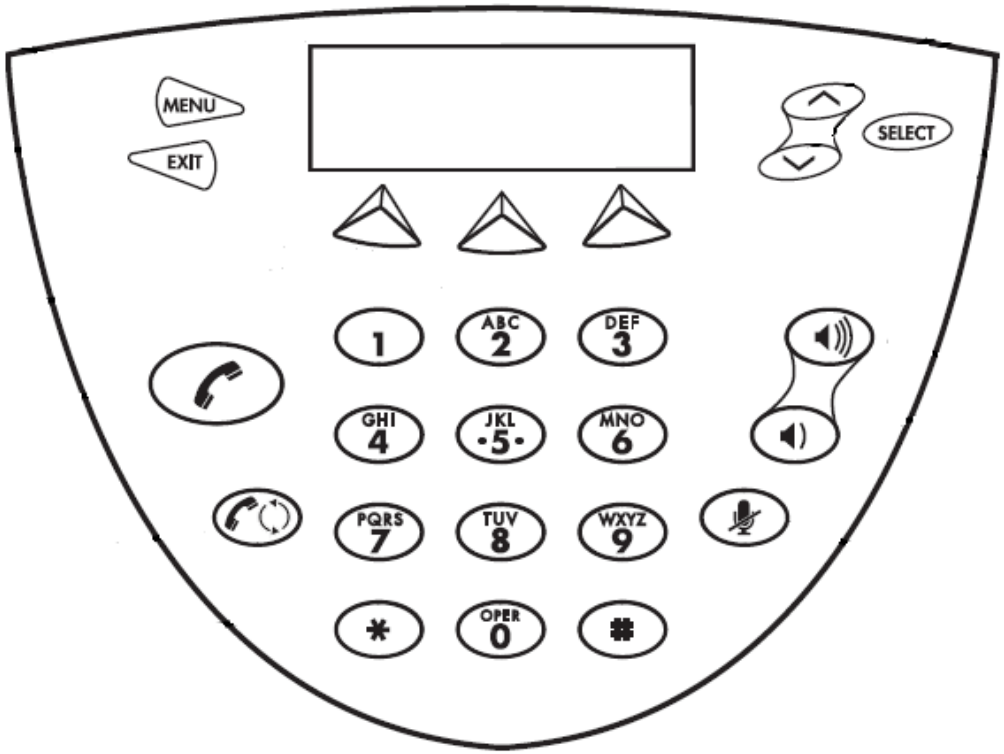
- When your phone is idle, select the **Forward** soft key.
- Using the Scroll buttons, select the desired call forward function:
  - All: Call Forwarding Always
  - No Answer: Call Forwarding No Answer
  - Busy: Call Forwarding Busy
- Enter the forward-to number in the appropriate field.
- Select the **Enable** soft key.

Note: The forward-to number can be an extension or any 10-digit phone number.

Disable

- When your phone is idle, select the **Forward** soft key.
- Using the Scroll buttons, select the desired call forward function:
  - All: Call Forwarding Always
  - No Answer: Call Forwarding No Answer
  - Busy: Call Forwarding Busy
- Select the **Disable** soft key.

Push to Talk



To initiate an push to talk call:

- Enter *50.
- Select the **Dial** soft key.
- Enter extension.
- Wait to hear beep, then speak.

Note: The phone of the person you are calling automatically answers in speakerphone mode.

E911 process and procedures

If you call 911 from your office / cubicle, the address displayed for emergency responders is the building address.

- Please notify the guard and / or have someone wait at the entrance to direct emergency services.

If a network outage or loss of power occurs:

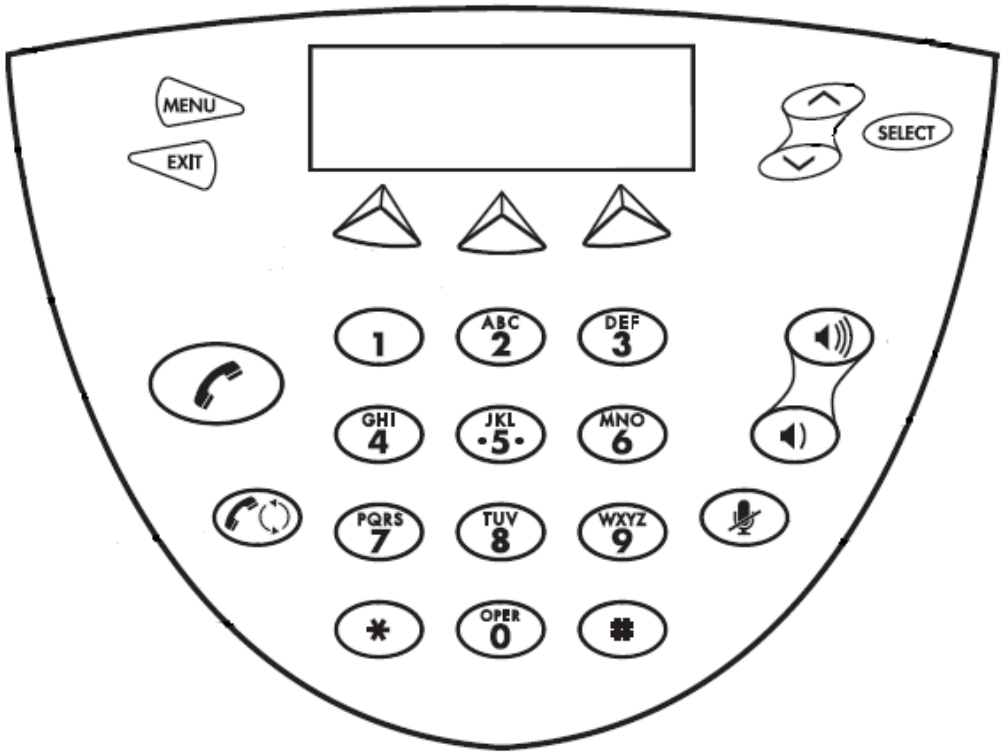
- Use your cell phone to call emergency services.

Feature access (star) codes

Commonly used feature access (star) codes

- *50 Push to Talk
- *55 Transfer caller directly to voicemail
- *60 Turn off music on hold per call
- *66 Last number redial
- *67 Caller ID Selective Blocking
- *68 Call park
- *69 Call return
- *70 Call waiting off
- *72 Forward all calls on
- *73 Forward all calls off
- *75 Speed Dial 100
- *82 Caller ID Selective Unblocking
- *88 Call park retrieve

Selecting a ringtone



The phone can support 24 selectable ringtones, but only 14 are currently available.

To change the ringtone:

- Choose Menu button.
- Select Settings.
- Select Basic.
- Select Ring Type.
- Select **Play** soft key to listen to the ringtone.
- Choose **Select** soft key to set ringtone.

Additional support

- AT&T CALNET Training
  - http://www.attcalnettraining.com
  - CalnetTraining@att.com
- Please complete our survey.

Questions and answers