



CALNET: AT&T Hosted Voice Service

Quick reference guide:

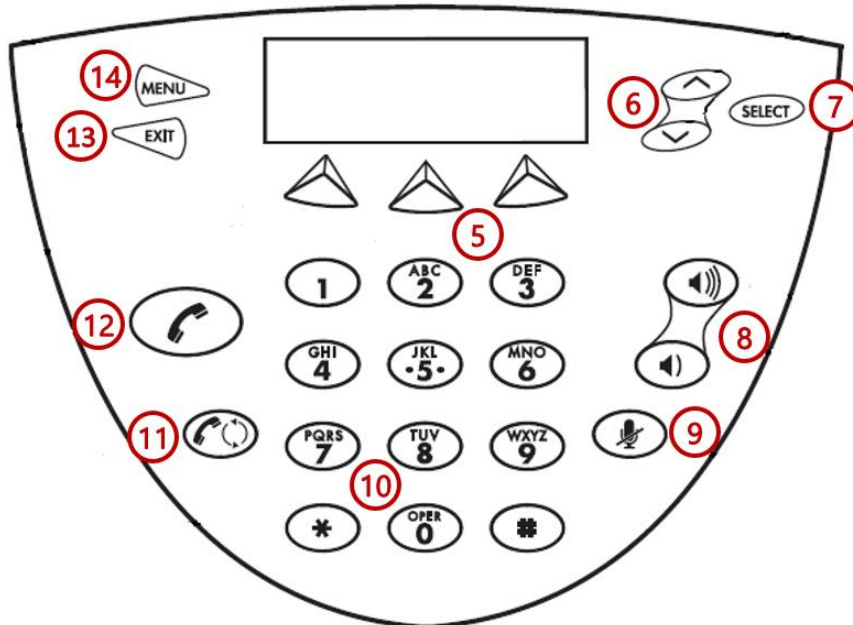
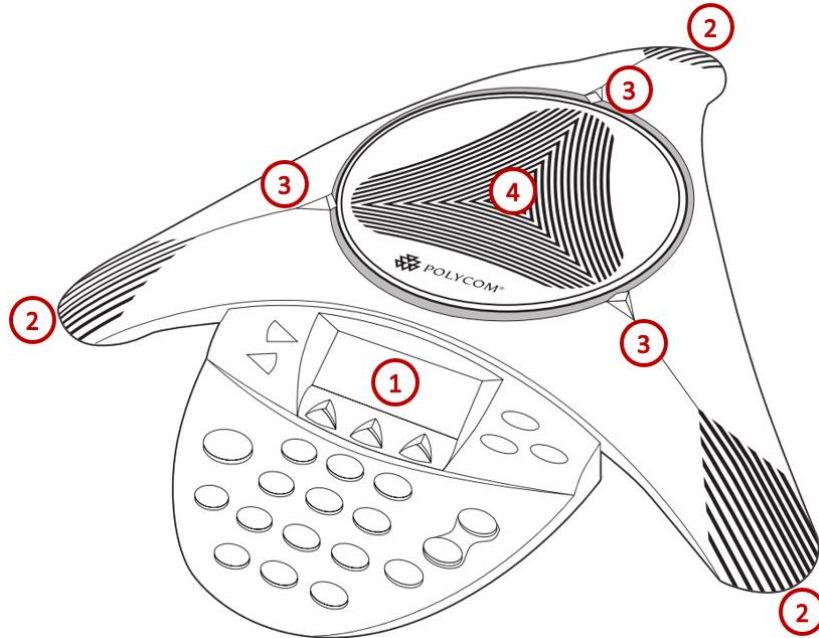
Polycom® SoundStation® IP 6000

Version 1.0





Polycom® SoundStation® IP 6000 at a glance





AT&T Hosted Voice Service: Quick reference guide

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 features

1. **Graphic LCD Display:** Provides information about calls, messages, soft keys, time, date, etc.
2. **Microphones:** Allow for hands-free audio transmission.
3. **LED indicators:** Flash green when there is an incoming call or flash red when a call is placed on hold.
4. **Speaker:** Provides audio output for the ringer and hands-free communication.
5. **Soft keys:** Perform various functions visible in the graphic display depending on the state of the phone. Select the MORE key to view additional options.
6. **Scroll buttons:** Navigate through the displayed information in the graphic display window.
7. **Select button:** Selects the highlighted displayed data.
8. **Volume buttons:** Control the incoming audio level and adjusts ringer volume.
9. **Microphone Mute button:** Temporarily cancels outbound audio transmission.
10. **Keypad:** Enters digits to be dialed and entries in the Contact Directory.
11. **Redial button:** Redials the last number dialed.
12. **Call button:** Initiates a new call or answers an incoming call.
13. **Exit button:** Selects the previous page viewed while accessing the menu.
14. **Menu button:** Accesses phone settings and features.



Placing a call

- Dial the number first using:
 - Dial pad.
 - Call Lists or Contact Directory.
 - Redial button
- Press Call button or the Dial soft key.

Notes:

- You do NOT need to dial 9 for an outside line or 1 for long distance.
- Internal calls can be completed by dialing the extension.
- Call duration is monitored through a call timer on the graphic display.

Answering a call

You can answer a call using:

- Call button
- Soft keys
 - Answer: answers the call.
 - Reject: disconnects the call.

Ending a call

You can end a call using:

- End Call soft key
- Call button

Call Waiting

To answer an additional call, highlight the incoming call using the Scroll buttons and select the Answer soft key.

Move between calls:

- To return to the first caller, use the Scroll buttons to select the held call and select the Resume soft key. The second call is automatically put on hold.

Note: Additional calls accessing a utilized line appearance will receive a busy signal.

Placing a call on hold

During an active call:

- Press the Hold soft key.

To remove from hold:

- Press the Resume soft key.

Notes:

- Music on hold will play if a conference call is put on hold.
- If multiple calls are held, use the Scroll buttons to switch between calls and press the Resume soft key to select the desired call.

Line appearances and line keys

The phone number assigned to the SoundStation 6000 conference phone will display in the upper left corner.

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.

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.



Selecting a ringtone

The phone can support 24 selectable ringtones, but only 14 are available at this time.

Change the ringtone:

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

Conference calling

You can conference up to 3 participants on one call.

To add a second person to an existing call:

- Press the Conference (Confrnc) soft key.
- Enter the number of the second person.
- Select the Dial soft key.
- Press the Conference (Confrnc) button to complete.

To split the conference participants:

- Use the Split soft key to separate the two active calls in a conference.

Parking a call

Parking a call allows you to pick-up a call within 45 seconds from a different extension.

Park an active call:

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

Retrieve a parked call:

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

Transferring a call

Transferring calls releases the call from your phone.

Call transfer consultative:

Allows you to speak privately to the receiving party before completing the transfer.

- During an active call, press the Transfer (Trnsfer) soft key.
- Enter the phone number of the receiving party.
- Select the Dial soft key.
- Wait for the receiving party to answer and discuss the issue.
- Press the Transfer (Trnsfer) soft key to complete the transfer.

Call transfer blind:

Also known as cold transfer, transfers a call without announcing the call to the receiving party.

- During an active call, press the Transfer (Trnsfer) soft key.
- Select the Blind soft key.
- Enter the phone number of the receiving party.
- Select the Dial soft key.

Note: If the recipient does not answer, the call will transfer to their voicemail, if voicemail has been setup.

Cancel call transfer:

- Press the Cancel soft key before the transfer completes.

Note: You do not need to place the call on hold before transferring. During the transferring process, the caller will automatically be put on hold and hear music.

Transferring a call directly to voicemail

- During an active call, press the Transfer (Trnsfer) soft key.
- Enter *55.
- Enter the extension and press #.



Call forwarding

Enable call forwarding with Feature access codes

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

Enable call forwarding with soft key

- 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 call forwarding with Feature access codes

- When your phone is idle, enter:
 - *73 Call Forwarding Always
 - *93 Call Forwarding No Answer
- Listen for the voice prompt that confirms Call Forwarding is turned off.

Disable call forwarding with soft key

- 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.

Do not disturb

The do not disturb option prevents incoming calls from ringing. The line indicator will not flash. Callers will hear a busy signal. A blinking X will appear in the upper left corner and (X) Do Not Disturb will show in the graphic display window.

Enable/Disable:

- Choose the Menu button.
- Select Features.
- Select Do Not Disturb.

Notes: You can still make outgoing calls as normal. This feature is activated for the phone as a whole, and not by individual line.

Push to Talk

You can initiate a push to talk intercom call to other AT&T HVS users in your organization.

To make a push to talk call:

- Enter *50.
- Press the Dial soft key.
- Enter an extension number.
- Wait to hear a beep, and then speak.

Note: The phone of the person you are calling automatically answers in speakerphone mode. They can choose to pick up the handset or switch to headset mode, once the push to talk call is connected



Call list

The phone maintains up to 99 instances of each of the following:

- Received calls
- Placed calls
- Missed calls

Retrieve call list:

- Choose the Menu button.
- Select Features.
- Select Call Lists.
- Select the desired call list using the Scroll buttons.
- Select the Dial soft key to place a call.

Delete an individual log entry:

- Choose the Menu button.
- Select Features.
- Select Call Lists.
- Select the desired call list.
- Select the individual call to be deleted.
- Select the More soft key.
- Select the Clear soft key.

Delete entire call list:

- Choose the Menu button.
- Select Features.
- Select Call Lists.
- Select Clear.
- Select the call list to be deleted.
- Select Yes.

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

Contact Directory

The phone maintains up to 99 contacts, entered by the user.

Add new contact:

- Choose the Menu button
- Select Features.
- Select Contact Directory.
- Select the Add soft key.
- Enter information using the dial pad.
- Select the Save soft key.

Modify current contact:

- Choose the Menu button
- Select Features.
- Select Contact Directory.
- Select the contact you wish to change.
- Select appropriate soft key (Edit or Delete).
- Select the Save soft key when complete.

Block and unblock Caller ID

Your administrator controls the Caller ID settings for your organization. When Caller ID is turned on, your number appears on the phone you call. If permitted by your organization, you can block your line's Caller ID on a per call basis.

Temporarily block Caller ID:

- Enter *67 and the number you want to call.
- Press the Dial soft key.

Your administrator can also block your line's Caller ID for all calls. You can unblock your line's Caller ID on a per call basis.

Temporarily unblock Caller ID:

- Enter *82 and the number you want to call.
- Press the Dial soft key.



Feature access (star) codes

These are some of the 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

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 security guard and / or have someone wait at the entrance to direct emergency services.

Security guard telephone number is:

If a network outage or loss of power:

- Use your cell phone to call emergency services.

Register or reboot your phone

There will be times when you must reset your phone so that it can retrieve crucial software updates and configurations from the AT&T Voice DNA service.

- Press the Menu button.
- Select Settings.
- Select Basic.
- Select Restart Phone.

Note: The Polycom logo will appear in the display window for a short time. Once the logo disappears, the phone is operational.