



CALNET 3: AT&T Voice DNA®: Quick reference guide:

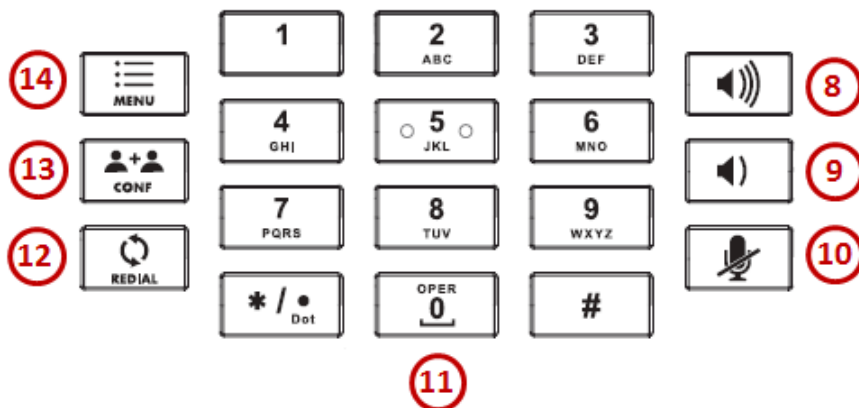
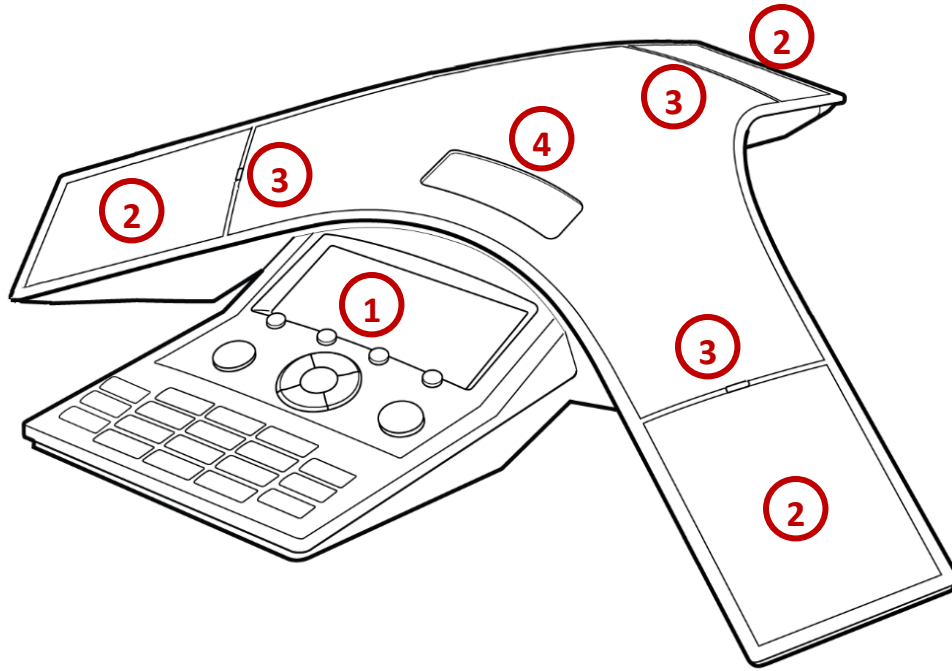
Polycom® SoundStation® IP 7000

Version 1.0





Polycom® SoundStation® IP 7000 at a glance





AT&T Voice DNA[®]: Quick reference guide

What is the Polycom[®] SoundStation[®] IP 7000?

The Polycom SoundStation IP 7000 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 7000 features

1. **Graphic LCD Display:** Provides information about calls, messages, soft keys, time, date, etc.
2. **Microphones:** Allows for hands-free audio transmission.
3. **LED indicators:** Flashes green when there is an incoming call or flashing red when a call is placed on hold.
4. **Speaker:** Provides audio output for the ringer and hands-free communication.
5. **Soft keys:** Performs various functions visible in the graphic display depending on the state of the phone. Select the MORE key to view additional options.
6. **Display control keys:** Navigates through the displayed information in the graphic display window. The center checkmark selects the displayed data.
7. **End Call button:** Disconnects an active call.
8. **Volume up button:** Makes the incoming audio and ringer louder.
9. **Volume down button:** Makes the incoming audio and ringer quieter.
10. **Microphone Mute button:** Temporarily cancels outbound audio transmission.
11. **Keypad:** Enters digits to be dialed and entries in the Contact Directory.
12. **Redial button:** Redials the last number dialed.
13. **Conference button:** Initiates a conference with up to 3 participants.
14. **Menu button:** Accesses phone settings and features.
15. **Call button:** Initiates a new call or answers an incoming call.



Placing a call

- Dial the number first using:
 - Keypad
 - Directories (Dir) soft key to access the Call Lists or Contact Directory.
 - Redial button
- Press Call key 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
- End Call button

Call Waiting

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

Move between calls:

- To return to the first caller, use the Navigation keys 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 Navigation keys 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 7000 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: white dot flashing inside conference phone icon
- Outgoing call: arrow moving left
- Active call: two opposing arrows
- Do Not Disturb activated: large X



Selecting a ringtone

The phone can support 24 selectable ringtones, but only 19 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 (Conf) button.
- Enter the number of the second person.
- Select the Dial soft key.
- Press the Conference (Conf) button to complete.

To merge an active call with one on hold:

- Use the Navigation keys to switch to the held call and press the Join soft key.

Parking a call

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

Park an active call:

- Place call on hold.
- Dial *98 on your keypad.
- Enter your extension.
- Press the Dial soft key.

Retrieve a parked call:

- Dial *99 on your keypad.
- Enter your extension.
- Press the Dial soft key.

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 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 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 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 soft key.
- Select the Blind soft key.
- Enter *90 and the extension number.
- Press the Dial soft key.



Call forwarding

Enable call forwarding

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

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

Disable call forwarding

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

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.

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 Directories (Dir) soft key.
- Select Call Lists.
- Select the desired call list.
- Select the Dial soft key to place a call.

Delete an individual log entry:

- Choose the Directories (Dir) soft key.
- 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 Directories (Dir) soft key.
- 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 Directories (Dir) soft key.
- Select Contact Directory.
- Select the Add soft key.
- Enter information using the dial pad.
- Select the Save soft key.

Modify current contact:

- Select the contact you wish to change.
- Select appropriate soft key (Edit or Delete).
- Select the Save soft key when complete.



Feature (star) codes

These are some of the commonly used feature (star) codes:

- *00 Last number redial
- *60 Turn off music on hold for one call
- *67 Caller ID Selective Blocking
- *69 Call return
- *70 Call waiting off
- *72 Forward all calls on
- *73 Forward all calls off
- *82 Caller ID Selective Unblocking
- *90 Transfer caller directly to voicemail
- *96 Intercom
- *98 Call park
- *99 Call park retrieve

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.

Intercom

You can initiate an intercom call to other AT&T Voice DNA users in your organization.

To make an intercom call:

- Enter *96.
- Enter an extension number.
- Press the Dial soft key.
- 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 intercom call is connected.

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.

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.