



# Polycom SoundStation IP 6000 Conference

## Quick Reference Guide

### Dynamic Soft Keys:

Up to three keys appear while phone is in use or idle.

### Call Button:

Use to place or answer a call.

### Redial:

Dials the last number called.

### LED Indicators:

Three lights that show the status of live calls:

- Solid green = talking
- Blink green = ringing
- Solid red = muted
- Blink red = held

### Volume:

Adjusts ringer or speaker volume.

### Mute:

Mute or unmute a call.



### Phone Display

The phone's display changes while on a call.

Phone display while on a call:



Pressing the More soft key shows additional key options such as Conference and Transfer which are discussed below.

### Basic Call Handling

#### Placing a Call

Input the phone number or extension then press the key or **Dial** soft key. When dialing, be sure to include a 1 before an external phone number.

#### End a Call

Press the key or **End Call** soft key.

#### Answer a Call

Press the key or **Answer** soft key.

#### Mute

Press the **Mute** button to turn mute on or off during a call.

#### Hold

Press the **Hold** soft key to place a call on hold. Press the **Resume** soft key to resume the held call.

### Advanced Call Handling

#### Announced Transfer

Announced transfers allow you to talk to the third party privately before transferring the call to them.

- Press **More** soft key
- Press **Trnsfer** soft key
- Input the destination extension or phone number
- Wait for the third party to answer while the first party waits on hold.
  - To complete the transfer, press **More** then press **Trnsfer**.
  - To cancel the transfer and go back to the first caller, press **Cancel** soft key.

#### Blind Transfer (Unannounced)

Blind transfers pass through the caller ID of the originating caller to the third party.

- Press **More** soft key
- Press **Trnsfer** soft key
- Press **Blind** soft key
- Input the destination extension or phone number
- Wait for call to complete or press **Send**

#### Transfer to Voicemail

Transfer a call directly to an extension's voicemail box.

- Press **More** soft key
- Press **SendVM** soft key
- Enter the extension then press **Enter**

#### Conference (Three Way) Call

After the first call is already on the line:

- Press **More** soft key
- Press **Confrc** soft key then Input the destination extension or phone number
- **Wait** for the third party to answer while the first party waits on hold.
  - To join the conference, press **More** then press **Confrc**.
  - To cancel the conference and go back to the first caller, press **Cancel** soft key.

*Hanging up a three way conference call transfers the other two parties to each other.*

#### Park

Park is a shared hold. Calls may be parked upon and retrieved from any extension.

To park a call:

- Press **More** soft key
- Press **Park** soft key
- Enter the extension then press **Enter**

To pickup (retrieve) a parked call:

- Press **Pickup** soft key
- Enter the extension then press **Enter**