



POLYCOM® SOUNDSTATION® IP 5000

QUICK USER GUIDE FOR 8X8 VIRTUAL OFFICE

Applies to phones running Polycom Software 3.2.3.x.

NAVIGATE

Scrolling: ▲ or ▼

Step in/out of menus, toggle enabled/
disabled: ▲ or ▼

Enter/Select: ✓



USE BASIC PHONE FEATURES

PLACE A CALL

Press **[6]**, enter the phone number, and then press the **Send** soft key.

ANSWER A CALL

Press the **Answer** soft key.

To ignore an incoming call, press the **Reject** soft key.

Note: To prevent your phone from ringing, enable **Do Not Disturb**. See **USE DO NOT DISTURB (DND)**.

END A CALL

During a call, press **[6]** or the **End Call** soft key.

REDIAL

To call the last number you dialed, press **[*]**.

CREATE CONFERENCE CALLS

You can create an immediate conference with up to two other parties.

To host a conference:

1. Call the first party.
2. After the first party answers, press the **Confnc** soft key. The active call is placed on hold.
3. Enter the number of the second party, and then press the **Send** soft key.
4. When the second party answers, press the **Confnc** soft key. All parties are now joined in the conference.

To manage a conference:

- To put the conference on hold, press the **Hold** soft key. To resume the conference, press the **Resume** soft key.
- To end the conference, press the **End Call** soft key. (The other parties will remain connected.)
- To end the conference and split the conference into two separate calls on hold, press the **Split** soft key.

Note: If you have an active call and a call on hold, you can create a conference between all three parties by pressing **More** then the **Join** soft key.

USE CONFERENCE BRIDGE

To call into a conference:

1. Dial 556.
2. Follow the Conference Bridge voice prompts.

TRANSFER CALLS

To transfer a call:

1. During a call, press the **Transfer** soft key. The active call is placed on hold.
2. Enter the number of the party to which you want to transfer the call, and then press the **Send** soft key. To cancel the transfer before the call connects, press the **Cancel** soft key. The original call resumes.
3. When you hear the ring-back sound, or after you speak with the second party, press the **Transfer** soft key.

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Tobias Bleicker



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