

QUICK REFERENCE  
GUIDE

**Cloud  
Communications**



**MASERGY**  
Performance Beyond Expectations

Quick Guide for the  
SoundStation IP 5000

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## IP5000 Features

### Polycom® SoundStation® IP 5000

#### IP Conference Phone

Enjoy the same remarkably clear Polycom SoundStation conference phone experience in a smaller form that's optimized for executive offices and small conference rooms. The Polycom SoundStation IP 5000 delivers Polycom HD Voice technology, broad SIP interoperability, and a modern design -- all at an affordable price.

The Polycom SoundStation IP 5000 boosts productivity and reduces listener fatigue by turning ordinary conference calls into crystalclear, interactive conversations that sound as natural as being there.



It delivers:

- Unparalleled clarity – Polycom HD Voice makes your conference calls sound amazingly clear and lifelike
- More productive conference calls – The patented Polycom Acoustic Clarity™ technology means you will hear every word the first time
- Suitability for smaller rooms – Its microphone picks up voices up to seven feet (2-meters) away and its compact footprint is designed for executive offices and smaller conference rooms with up to six participants
- Robust interoperability – It is compatible with a broad array of SIP call platforms to maximize feature availability while simplifying management and administration
- Polycom HD Voice technology makes your conference calls sound amazingly clear and lifelike
- Patented Polycom Acoustic Clarity technology delivers the best conference phone experience with no compromises
- It is the most feature-rich family of IP conference phones available, with advanced call handling, security, and provisioning features
- Its compatibility with a broad array of SIP call platforms means it maximizes voice quality and feature availability while simplifying management and administration
- The high-resolution display enables robust call status, on-board configurability and multilanguage support
- It comes with Integrated Power over Ethernet (PoE) for easy installation. An optional AC Power Kit is also available
- It resists interference from mobile phones and other wireless devices while delivering clear voice conferencing without distractions

#### The Lights

Blinking Green	A new incoming call
Solid Green	On an active call
Blinking Red	Call on Hold
Solid Red	Muted on call



## Features Overview

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### Make a Call

You can dial a number, an extension or a conference bridge

- Enter all the digits you wish to dial
- Press the softkey labeled Dial

### Answer the Phone

#### To Answer a call

To Answer a call you can:

- press the phone button

OR

- press the answer soft key

### To put a Call on Hold

- Press the HOLD soft key

### To Pick up from hold

- Press RESUME soft key

### Call Park

Call Park is a “nonexclusive hold.” It puts a call on hold that can be picked up anywhere. You can also think of it as similar to putting a call on hold that can be picked up anywhere at the company. (Not a transfer). call can be parked by anyone at any extension and then the call picked up from any extension. Once a call has been parked you can initiate other calls or services. You should have overhead paging to utilize Call Park most efficiently. Only one can be parked at each extension and after 50 seconds if not answered the call will ring back to the phone where the call was answered and parked from.

### Call Park

- While on the call you want to park
- Press the soft key labeled HOLD
- Dial \*68
- Dial the extension
- Press the soft key labeled ENTER

### Park Pickup

Pick up any call parked at any extension while your phone is idle

- Dial\*88, Press DIAL
- Dial the Extension (where the call was parked)

Press Pound (#)



## Phone Top Features

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### Adjust the Volume on the phone

Press the plus and minus keys for more and less volume. (- +)

Note: These buttons are located below the star, zero, pound (\*0#)

- While the phone is idle the volume keys adjust the ringer
- While on the handset, headset or speakerphone the volume keys adjust the volume

### Change the Ring Type

#### To change the ring type

- Press Menu
- Press three on the keypad for SETTINGS.
- Press one on the keypad for BASIC
- Press four on the keypad for RING TYPE
- Press the soft key labeled PLAY
- Press SELECT to choose the one you enjoy most

### Arrow Keys

While the phone is idle the arrow keys are fully functional. While you see the idle screen with clock,

- Press the Left arrow key to view the Received calls list
- Press the Right arrow key to view the Placed calls list
- Press the Down arrow key to view the Missed calls list

While viewing a call list, press Left arrow to exit.

### Missed Calls Alert

The easiest way to clear your missed calls alert

- When the phone is idle, press the down arrow key.
- Review the calls if you like
- Press the soft key labeled EXIT

### Phone Reboot

Periodically, the phone may require a reboot. Reasons for this include accepting a new configuration or software upgrade.

There are two ways to reboot the phone:

- Simultaneously press and hold the Messages, Mute, and both Volume keys (see illustration) for more than 3 seconds or until a beep is heard and the display shows “reboot initiated.”

OR

- Unplug the power supply, wait two seconds and then plug in the power supply again.

Note: The reboot process is complete when the idle display is shown with the time and your extension.