SOUNDSTATION IP 5000

Welcome to ReadiVoice!

ReadiVoice is packed with many advanced features that will enhance your day-to-day business activities and make your life easier, including your conference calls.

This guide is designed to help you use the most popular conferencing features with your new Polycom® SoundStation® IP 5000 device —right out of the box.

FEATURE CODES

*72 Call Forwarding Always Activation
*73 Call Forwarding Always Deactivation
*90 Call Forwarding Busy Activation
*9 1 Call Forwarding Busy Deactivation
*92 Call Forwarding No Answer Activation
*93 Call Forwarding No Answer Deactivation
*67 Calling Line ID Delivery Blocking per Call
*65 Calling Line ID Delivery per Call
*68 Call Park
*88 Call Park Retrieve
*98 Call Pickup
*11 Call Retrieve
*69 Call Return
*70 Cancel Call Waiting
*99 Clear Voice Message Waiting Indicator
*55 Direct Voicemail Transfer
*78 Do Not Disturb Activation
*79 Do Not Disturb Deactivation
*62 Voice Portal Access
*66 Last Number Redial

Note: Some of these codes may not be available to all users. See your group admin to add features.

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READiVOICE

Polycom®
SoundStation® IP
5000

Display Screen
Soft Keys
Call/End Key
Redial Key
Mute Key
Dial Pad

Speaker
LED Indicator
Menu Key
Select Navigation
Navigation Keys
Volume Key

The Basics

Soft Keys
The functions of the soft keys change depending on what appears directly above them on the display screen. If you are conferencing, for example, the display screen shows conference functions and the soft keys control those functions.

Navigation Keys
The Navigation keys allow you to scroll through options and lists on the display screen by pressing left, right, up or down. To select an item, press the Select button (the button in the center of the 4-way Navigation keys). These keys also function as a fast way to access and navigate your call history.

LED Indicators
The LEDs located at the top of each speaker indicate the current status.

- Green: Your call is in progress.
- Flashing green: A call is incoming.
- Blinking green: Your call is held by the other party.
- Red: Your call is muted.
- Flashing red: You have voicemail.
- Blinking red: You have placed the call on hold.

Place a Call
To place a call, dial the number and press the New Call soft key or the Call/End Call key.

Answer a Call
To answer a call, just press the Call/End Call key or Answer soft key. To answer an incoming call when you're already on an active call, use the Navigation keys to scroll down to the incoming call, and press the Answer soft key. Your first call will automatically be placed on hold. To retrieve your first call, use the Navigation keys to scroll to the call, and press the Resume soft key.

Other Features

Set up Voicemail
- Initiate a call.
- Dial *62 or your extension.
- At prompt, enter in a unique pass code, then press #.
- Re-enter your pass code, then press #.
- Follow instructions to record your name.
- Follow prompts to:
    - Access voicemail box
    - Access greetings menu
    - Change call forwarding options
    - Make a call
    - Change pass code
    - Exit voice portal

Retrieve Voicemail Messages
To indicate a message is waiting, the LED indicators will flash red and, when you begin to place a call, you'll hear a stutter dial tone.

- To check your voicemail, initiate a call, then dial *62 or your extension.
- Enter your voicemail pass code, and press #.
- Follow the voice prompts to listen to messages.

Contacts and Call History
To access your Contacts Directory:
- Press the Dir soft key or Menu key.
- Select Contact Directory. (If you pressed the Menu key, you'll need to select Features first.)

To access your Call History:
- Press the Callers soft key to display a menu for Missed, Received and Placed calls.
- If using Navigation keys:
    - For recently received calls, press the left arrow key.
    - For recently placed calls, press the right arrow key.
    - For missed calls, press the down arrow key.

Hold and Resume a Call
- To Hold, press the Hold key or Hold soft key.
- To Resume, press the Hold key or the Resume soft key.

Do Not Disturb
- To enable Do Not Disturb, press the DND soft key.
- To disable, press the DND soft key again.

Make a Three-way Call
After first call is connected:
- Press the More soft key and the Confrnc soft key — the active call is placed on hold.
- Dial the new party.
- When the new party call connects, press the More soft key, then the Confrnc soft key to join the calls.

Transfer a Call
After first call is connected, press the More soft key, then the Transfer soft key — the active call is placed on hold.
- To transfer the call unannounced, press the Blind soft key.
    - Dial the second number or extension.
    - The call will transfer automatically.
- To announce the transfer:
    - Dial the second number or extension.
    - When the second party answers, announce the transfer.
    - Press the More soft key, then the Transfer soft key.
    - The call will transfer automatically.