Polycom® SoundStation® IP 7000 Phone Connected to a Polycom® HDX® System or Polycom® RealPresence® Group System in Unsupported VoIP Environments

Quick User Guide

For detailed information, see the *User Guide for the Polycom SoundStation IP 7000 Phone Connected to a Polycom HDX System or Polycom RealPresence Group System in Unsupported VoIP Environments* (available from the *SoundStation IP 7000 Video Integration with HDX Series and RealPresence Group Series* Support page) and the user guide for your system (available by navigating to your system from the *Video Support* page).

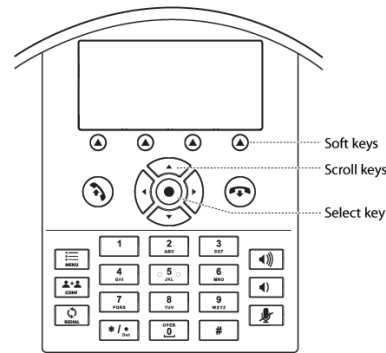## USING YOUR PHONE

Using the Keys on Your Phone

For many phone functions, you need to press a soft key, scroll key, or the Select key.

The following figure shows the location of the soft keys, scroll keys, and the Select key on your phone console.

- Using Soft Keys:
  Press a soft key to access a function that displays directly above the soft key.
- Using Scroll keys:
  Press the **Up** scroll key to scroll through lists and to view speed dial information.
  Press the **Right** scroll key to view the Placed Calls list.
  Press the **Down** scroll key to scroll through lists and to view the Missed Calls list.
  Press the **Left** scroll key to view the Received Calls list.
- Using the Select key:
  To select an item in a list, scroll to the item, and then press ⊙.

BASIC PHONE FEATURES

Placing Calls

To place a call:

1. Press ⟨☎⟩.

   The message "Video or Phone Call?" displays.
2. To place a video call, press the **Video** soft key. To place an audio-only call, press the **Phone** soft key.
3. Enter the number you want to call.
4. Press ⟨☎⟩ or the **Dial** soft key.

Answering Calls

To answer a call:

>> Press the **Answer** soft key. (If you already have a call, press the **Down** scroll key to select the new call, and then press the **Answer** soft key.)

If you answer a call when you already have a call, a conference is automatically created (if your Polycom HDX system or Polycom RealPresence Group system is set up to handle conference calls).

Ending Calls

To end a call:

>> Press ⟨☎⟩ or the **End Call** soft key.

Muting the Microphones

You can mute the microphone on your phone as well as all the microphones connected to your phone and Polycom HDX system or Polycom RealPresence Group system. You can mute the microphones during a call, or when you don't have a call. When you mute the microphones during a call, you can hear all other parties, but the other parties cannot hear you.

To mute the microphones:

>> Press 🎤 on the phone keypad.

To turn off Mute, press 🎤 (on the phone keypad) again.

Redialing Numbers

To redial the last number you dialed:

>> Press [REDIAL].

Rejecting Calls

You can ignore an incoming call (if your system is set up to not automatically answer calls).

To reject a call:

>> Press the **Reject** soft key. (If you already have a call, press the **Down** scroll key to select the incoming call, and then press the **Reject** soft key.)

Speed Dialing

To quickly dial a contact:

1. Press the **Up** scroll key.
2. From the Speed Dial Info screen, scroll to the person you want to call.
3. Press ⟨☎⟩ or the **Dial** soft key.

> *To add or update a speed dial number for a contact, update the contact's Speed Dial Index field in the Contact Directory. See Updating Contact Directory.*

Setting Up Conference Calls

(Your system may not be set up to handle conference calls. For more information, see your system administrator.)

The number of audio-only and video calls you can include in a conference call depends on how your system is set up. To find out the exact number, see your system administrator.

To set up a conference call:

1. Call the first site. See *Placing Calls*.
2. Place a call to the second site:
   a. To place a video call, press the **Add Video** soft key. To place an audio-only call, press the **Add Phone** soft key.
   b. Call the second site. See *Placing Calls*.

The conference is automatically created. (For certain audio-only calls, you have to press the **Add Phone** soft key again.)

To add video sites, press the **Add Video** soft key, and then place a call to the site. When the site answers, the people join the conference.

To add audio-only sites, press the **Add Phone** soft key, and then place a call to the site. When the site answers, the people join the conference. (For certain audio-only calls, you have to press the **Add Phone** soft key again.)

Ending Conferences

You can end your conference call participation, but keep the other participants connected.

To end a conference call:

>> From the Active:Conference screen, press the **End Call** soft key.

Managing Conferences

(You cannot manage certain audio-only conferences.)

During a conference call, you can remove or view information about a conference call participant.

To manage a conference:

1. From the Active:Conference screen, press the **Manage** soft key.
2. From the Manage Conference screen, you can do the following:
   - To return to the Active:Conference screen, press the **Back** soft key.
   - To remove a conference call participant, scroll to the participant you want to remove, and then press the **End Call** soft key.
   - To view additional information about a conference call participant, scroll to the participant, and then press the **Info** soft key.

Using Call Lists

Your phone maintains lists of missed, received, and placed calls.

To view and use a call list:

1. Press the **Left**, **Right**, or **Down** scroll key to view the Received, Placed, or Missed Calls list.
2. Scroll to a call. You can do the following:
   - To place a call, press the **Dial** soft key.
   - To change the phone number before dialing, press the **Edit** soft key.
   - To remove the call from the list, press the **Clear** soft key.
   - To store the caller in your Contact Directory, press the **Save** soft key.
   - To view information about the call, press the **Info** soft key.

CUSTOMIZING YOUR PHONE

Updating Contact Directory

(The directories on your phone and on the Polycom HDX system or Polycom RealPresence Group system are not integrated.)

To add or edit a contact:

1. Press ⊟, and then select **Features** > **Contact Directory**.
2. To add a contact, press the **Add** soft key. To edit a contact, scroll to the contact, and then press the **Edit** soft key.
3. Add or edit the contact information. The only required field is the **Contact** field (the contact's phone number).
4. Press the **Save** soft key.

> *You can also add contacts to your Contact Directory from call lists. See Using Call Lists.*

Searching for Contacts

You can search for contacts in your local Contact Directory.

To search for a contact:

1. Press ⊟, and then select **Features** > **Contact Directory**.
2. Press the **Search** soft key. Then, enter the first few characters of the contact's first or last name, and then press the **Search** soft key again.

Adjusting Speaker and Ringer Volume

All audio-only calls use your phone's speaker. Any video calls (or conference calls that include at least one video site) use the speaker connected to the Polycom HDX system or Polycom RealPresence Group system. You use your phone's volume keys to adjust the volume of both audio-only and video calls.

To adjust the speaker volume:

>> During a call, press ◀)) or ◀ .

To adjust the ringer volume:

>> When your phone is idle, press ◀)) or ◀ .

Updating Ring Tones

You can change the ring tone on your phone. You can also set distinctive ring tones for contacts in your local Contact Directory.

To change the incoming ring tone:

1. Press ⊟, and then select **Settings** > **Basic** > **Ring Type**.
2. Scroll to the ring type you want. To hear the ring type before you select it, press the **Play** soft key. To select the ring type, press the **Select** soft key.

To set a ring tone for a contact:

(Your company's settings may override this feature. For more information, see your system administrator.)

1. Press ⊟, and then select **Features** > **Contact Directory**.
2. Scroll to the contact.
3. Press the **Edit** soft key, and then scroll to **Ring Type**.
4. Enter a number that corresponds to one of the ring types available. (To exit the screen and find the number associated with a ring type, press ⊟ twice, and then select **Settings** > **Basic** > **Ring Type**.)
5. Press the **Save** soft key.