Polycom SoundStation IP 6000

Set-up and user guide

What's in this guide?

The Polycom SoundStation IP 6000 is a premium conference phone ideal for medium-large sized rooms. We know you'll be eager to get going with your new phone but before you can get started, you'll need to set it up.

It won't take long.

Make sure you've got everything. You should have:

• SoundStation IP 6000

• Ethernet cable

• Mains power adapter

• Quick Start Guide

There are two ways to connect your SoundStation IP 6000, depending on whether your network port gives you Power over Ethernet (PoE) or not.

Connecting with PoE

Connect the LAN port (1) on the SoundStation IP 6000 to your network port (2) using the Ethernet cable supplied in the box.

1

2

25-foot network cable
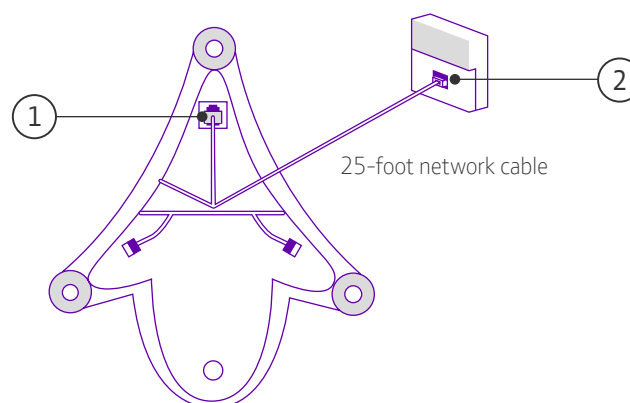
Connecting with mains power

If you're not getting Power over Ethernet, you'll need to connect the phone to the mains instead.

1. Connect one end of the network cable to the LAN jack of the phone.

2. Connect the other end of the network cable to the power insertion cable.

3. Connect the power insertion cable to a LAN port on the wall or on the switch port.

4. Connect the power adapter to the power insertion cable.

5. Plug the power adapter into a power socket.

Power insertion cable

2

1

4

25-foot network cable

3

Power adapter

5
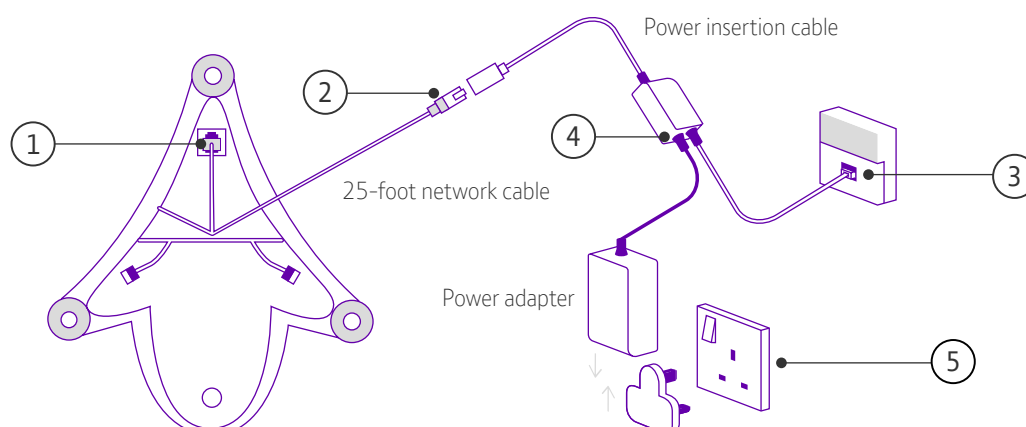
Check that you're set up for the service

Once you've connected your phone to the network, it'll do a series of firmware updates. This may take a while so please be patient while it does what it needs to do.

When everything is complete and ready to go, you'll see the phone number in the top left hand corner of the display. If this doesn't happen, please call your service desk for help.

Firewall ports

Most routers will automatically work with IP phones and devices.
But if you're using a Linksys WRT series router, you may need to enable port triggering:

Using **IP Phones or ATAs**

- 5060-5090, Type: UDP

- 16384-16482, Type: UDP

Using the **Call Controller** with **SoftPhone**

- 5060-5090, Type: UDP

- 8000-8200, Type: UDP

If you're using multiple call controllers on a single network, we also recommend you change the local port number from within each call controller:

1. On your call controller, go to **Menu** and select **Options**

2. Expand the **Account Information** tab on the left

3. Click on **Connection**

4. Change the **Local Port** value from **5060** to another available
   port between **5060–5090**

Don't use the same port number for another call controller.

Now that you've set up your phone, it's time to find out what each of the buttons are for.

	Name of button	What it does
1	Select	Press this to choose something you've highlighted on the display or to switch features on and off.
2	Scroll	Use these to move up and down through information on the screen, or to enable and disable functions such as Call Forwarding. When the phone's not in use, these buttons double as shortcuts: scroll up to see your speed dial information; scroll down for missed calls.
3	Volume	Change the volume of the speakers and the ringer.
4	Mute	Turn the microphone on and off so other people on the call can't hear you.
5	Dial	You know what these do!
6	Redial	Automatically dials the last number you called.
7	Call	Use this to start and finish calls.

	Name of button	What it does
8	Soft keys	Function changes depending on what you're doing with the phone. Their functions appear on the screen.
9	Exit	Use this to exit the current screen and return to the previous menu.
10	Menu	Use this to access features on your phone and to change its set up. You can also use it to exit your current screen and return to the 'idle' screen.
11	Display screen	Shows the time and date, menus and soft keys, and information about calls, messages and features. The information display line (that shows the directory number) also shows icons and text, including: • Pop up message (eg. network error messages) • Do Not Disturb text or icon • Call forwarding info (eg. Call Forwarding Enabled) • Missed calls (eg. '4 new missed calls') • Presence (eg. 'Busy') • Prompt message (eg. 'Enter URL')

Making a call

1. Press the **Call** button

2. Enter the phone number

3. Press the **Send** soft key

Answering calls

Press the **Answer** soft key. If you want to ignore the call, press the **Reject** soft key.

To prevent your phone from ringing –

1. Press the **Menu** button

2. Select **Features**

3. Select **Do not disturb**

4. Press the **Select** button to turn **Do not disturb** on or off

Ending calls

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

Holding and resuming calls

1. Press the **Hold** soft key during a call (the LED on the phone will blink red)

2. Press the **Resume** soft key to resume the call

Redialling a number

Press the **Redial** button to call the last number dialled on the phone

Transferring calls

1. Press the **Transfer** soft key during a call to put it on hold

2. Enter the number you want to transfer the call to

3. Press the **Send** soft key

4. Press the **Transfer** soft key after you speak to the person you're transferring the call to

Press the **Cancel** soft key if you change your mind and want to continue talking to the caller yourself.

Hosting conference calls with up to two other parties

1. Call the first party

2. Press the **Confrnc** soft key after the first party answers (the call is now on hold)

3. Dial the number of the second party then press the **Send** soft key

4. Press the **Confrnc** soft key when the second party answers and the conference will start

5. To put the conference on hold, press the **Hold** soft key

6. Press the **Resume** soft key to resume it

7. To end the conference, press the **End** call soft key

You can also split the conference into two separate calls on hold by pressing the **Split** soft key.

Adjusting the speaker and ringer volume

Press the **Volume** buttons during a call to alter the speaker volume.

Press them when the phone is idle to adjust the ringer volume.

Muting the microphone

When you turn on **Mute**, other parties won't be able to hear you but you will still be able to hear them.

1. Press the **Mute** button to mute your microphone (this will also work if you've plugged in an external microphone)

2. The LED light will be red when mute is on

3. Press the **Mute** button again to turn off mute

If you have any problems setting up or using your SoundStation IP 6000, call your service desk.

999 or 112 emergency calls

When you call 999 or 112 from a landline, the emergency services normally know where you're calling from because they can see the address where your number is registered. But if you use your BT Cloud service at a different address to your registered address, they won't know where you are. They'll assume you're at the registered address and go there.

So if your work location changes, you must tell your BT Cloud service administrator so they can change your registered address.

You might not be able to make 999 or 112 calls when there's a power or network failure or if you're using the service through an app on a mobile device.

Safety information

Do not open the SoundStation IP 6000 casing. This could expose you to high voltages or other risks. Contact your service desk if you have a problem.

Cleaning

Clean the SoundStation IP 6000 with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. And don't use a dry cloth as this may cause a static shock.

Environmental

- Don't expose the SoundStation IP 6000 to direct sunlight.

- Don't stand it on carpets or other surfaces that generate fibres, or place it in locations preventing the free flow of air over its surfaces.

- Don't submerge any part of it in water and do not use it in damp or humid conditions.

- Don't expose it to fire, explosive or other hazardous conditions.

- There is a slight chance that an electrical storm could damage your SoundStation IP 6000.

Product disposal instructions

Under the Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) classes this product as Electrical or Electronic Equipment. That means you must not dispose of it with other household or commercial waste at the end of its working life.

Guarantee

We guarantee the SoundStation IP 6000 for 12 months from the date of purchase.

The guarantee is subject to these conditions:

- It only applies to defects that happen within the 12-month guarantee period.

- You can provide your proof of purchase.

- You return the equipment to us or our agent as instructed.

- The guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.

- The guarantee does not affect your statutory rights.

If you meet these conditions, we (or our agent) will repair or replace the product (or any of its components except for batteries) if it is faulty or below standard because of inferior workmanship or materials.

If you bought the product over 28 days ago, we may replace it with a refurbished or repaired product.

May 2019

Offices Worldwide

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May 2019