



Polycom IP 5000

User Guide

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Connecting your new handset

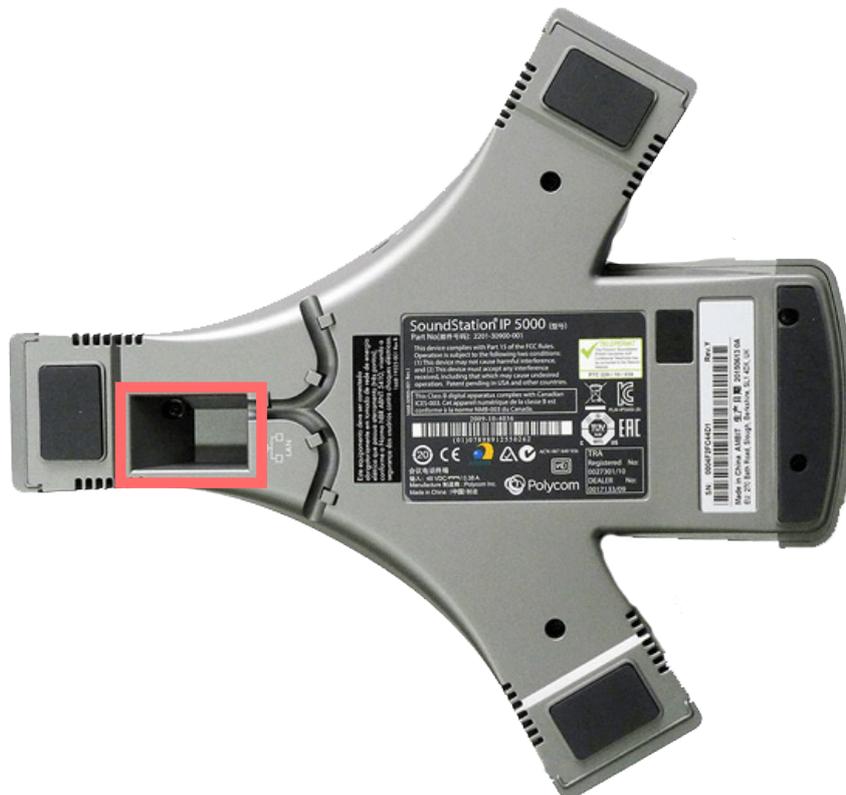
When your phone arrives, please make sure that everything listed below is included.

Polycom IP 5000	In the box
Base unit	
Ethernet Cable	
Polycom Quick Start Guide	

Please note that the Polycom IP 5000 device is a POE only so you would need a POE injector switch to make this power and connect your new conference phone, If you do not have a POE injector switch then please contact the customer service team who will send out a power supply for this device.

If anything is missing, email customerservices@vivivoip.co.uk who will look into this.

Firstly, insert the network cable into the socket highlighted in red. Make sure to connect the other end to the network cable into the network port in the wall or POE switch. Once this is plugged in the device should power up and start loading up the Polycom device.



Getting to know your new handset

Below is your new Polycom IP 5000 we have detailed below each key and item of your new device and where the microphones and speaker are based on this conference phone.

The above view



Front facing view



The handset

The Polycom IP 5000 has only the ability to make/receive calls via speakerphone. When on a call, you would be only be allowed to speak to the person through speaker phone. The LED indicators on the handset when talking will show red when the person is speaking. Please also note that you can purchase additional microphones for this handset if the desk or table this is on is too far away from the speaker.

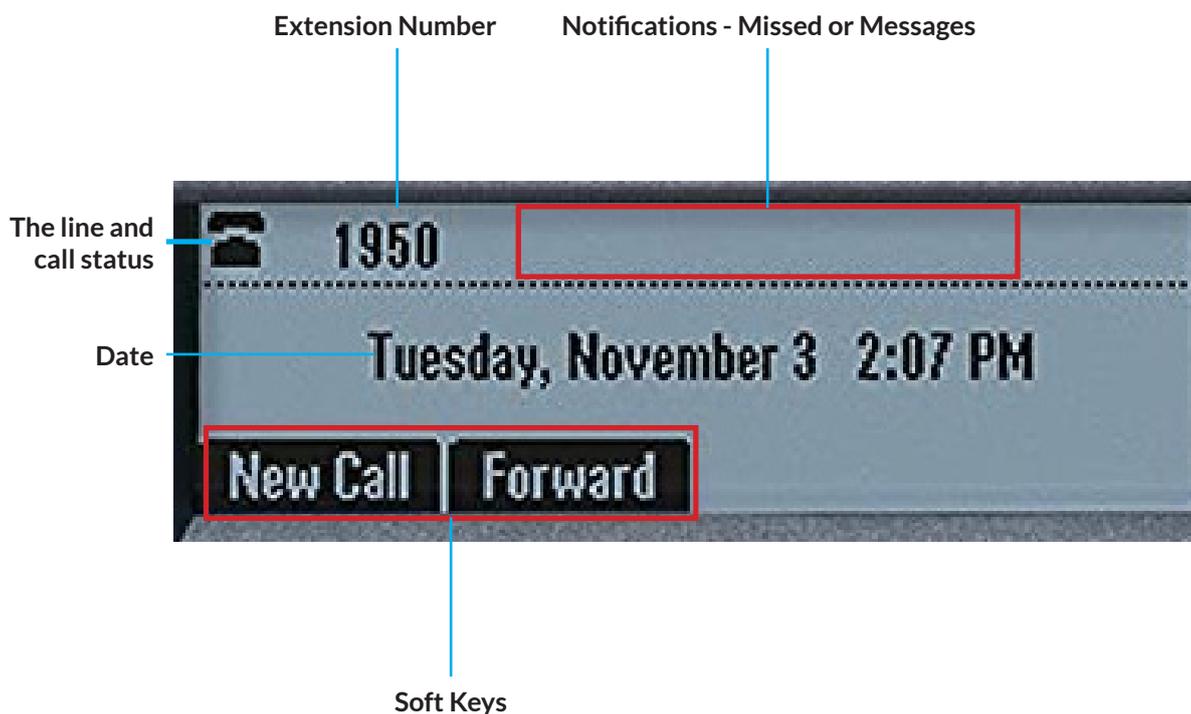
Sip Accounts and Lines

The Polycom IP 5000 only has one SIP account it can only as this is a conference phone and you can only have one line for this handset only, If you are looking for a handset that has multiple lines then you would need to speak to our customer service team who can discuss this further for you.

The LCD display

Your new Polycom conference handset will have a LCD display will have a different screen display depending if your phone is idle or active, your new Polycom handset phone does have few icons that you may want to get familiarise to yourself and also a few soft key menus that may help you.

Below is what your screen would look like when the phone is idle. Please note that the handset will change the screen when the phone is idle or active during a call.



Icon	Line Status	Description
	Active call with HD	An active call is in progress using the Polycom HD voice
	Active call without HD	An active call is in progress but is using non HD
	Conference	A conference is call is in progress
	Dialling	The phone is dialling a number
	Do not disturb	If the do not disturb feature is enabled then the handset will not receive any calls when this is enabled.
	Forwarding	If this feature is enabled all calls will forward to destination you set on the handset.

Icon	Line Status	Description
	Hold	This will place the active call or conference on hold.
	Messaging	You have a voicemail on the handset
	Registering Line	The phone is registered to make and receive telephone calls
	Registered with shared line	The handset is shared directory number. The handset can place inbound and outbound calls when in this mode.
	Ringing	The handset is ringing
	Unregistered Line	The phone is not registered so you cannot make or receive telephone calls

Please turn over the next page to see how to make and receive telephone calls using your Polycom handset

How to make calls with your new handset

To dial from your new handset



First press the dialing button



Then dial the number on the keypad



Then press send on the soft key to dial the number

To redial a number and call history



First press on Redial button to redial the number you called previous



Or press on the arrow right to bring up all the missed calls you have received on the handset



Then press the softkey to dial the number you wish to dial

Calling from the phone directory



First press the menu button and then go to Features and Contact Directory



Then press dial softkey to start calling the number.

How to answer calls with your new handset

When a call comes in to your phone



When an inbound call comes through, you would need to press on the dial/answer key button to answer the call that comes through the extension.

Multiple Incoming calls



During a call you would see on the right hand side that a second call has come in



Then using the up and down keys you can choose to speak to the 2nd caller and pressing on the softkey to answer the call, if you do this then you will put the active caller on hold and talk to 2nd caller.

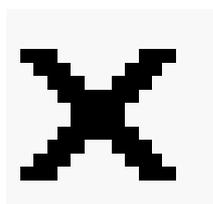
To speak with the first caller press the buttons up or down and press on resume on the softkey to continue speaking with the first caller

Putting the phone on DND mode



To enable DND (do not disturb) mode, follow these steps;

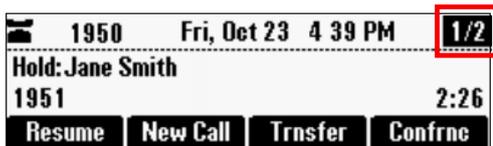
Press the Menu button and go to Features and by press the right arrow key you need to go to Do Not Disturb and enable it.



Once DND is enabled you will see this icon on the left, any inbound calls will not come through to the handset you would need to repeat the previous steps to turn off DND.

Phone function during a call

Call Waiting / Call Hold



When an another inbound call comes through the LED indicators will flash red and on the screen you would see that there are two or more calls either waiting to be answered



Press the arrows up or down to choose the caller you want to put on hold



Then press the softkey to put the caller on hold, If you want to resume the previous caller press the softkey again to resume the caller on hold.

How to mute the microphone



To mute the microphone during the active call you need to press the Mute key.

After this, the caller will not be able to hear you. Press the button again to unmute.

Please note, this does not place the call on hold, just prevents the other party hearing you.

To transfer a caller



During an active call press the transfer key button on the handset



Then dial the number on the keypad and you should be able to speak with the person you want to transfer the call to



If they are happy to speak with the active caller press the transfer softkey again to transfer the call



If the person does not want the call to be transferred then press the cancel softkey and to continue speaking with the active caller

Access the voicemail



During an active call press the transfer key button on the handset



Then click on Menu > Features > Messages > Message Center to get to your voicemail



Then you should see your messages that you have on the device



Then press the Connect softkey to connect to the voicemail inbox.

Conference Calls

Please follow the steps below on how to either host or join conference calls on your Polycom handset.

Join a conference



If you have one or more active callers then you can make all active caller all join a conference by pressing on the more softkey



Then pressing the Join softkey to connect all callers to the conference



When you have done that you will put all active callers into a conference

Host a conference call



First call the person you want to create an conference with, then when you are speaking with the person press the conference softkey on your device



This will place the active caller on hold, now dial the second caller and press the send softkey



When the second call connects press the conference softkey to begin a conference call between the two active callers

To Access the Web configuration

You can access the web configuration UI of your handset by typing its IP address into the URL bar of a web browser. The login details for the handset will be sent to you by our team if you need to access the phone. Contact the support team if you need access, and we'll arrange this for you.

If you are unsure what you need to do then you can arrange a remote session with our support team who can investigate any issues and change settings as needed..

Faulty Handset or replacement parts

If your handset develops a fault then we will need to do a remote session with you to see what the issue is. You may be asked to move the handset to another ethernet port or swap some parts with another phone that is working to see if the issue persists. You'll also need to reboot the handset, and possibly any networking equipment such as your router or network switches. If the handset is faulty we will email you instructions on where to return the handset..

If your phone needs a replacement part like a PSU, Receiver or Curly Cord etc, then please get in touch with the customer service team or our support team who will place an order for you after some testing. You may be charged for the part.

If you are experiencing any issues on the next page we have given you some helpful tips on how to resolve some issues you may be facing

Please note - to return to main menu on any function please press the left arrow key to go back on the menu

Faults and Solutions

Issue	Solution
<p>Receiver is not picking up any sound or dial tone</p>	<p>First, check if the network cable is plugged in and is giving power to the handset (page 4) if not put it out and plug it back in again</p> <p>Then, dial 121 to do an echo test. While on the call, press the volume key and make sure the volume hasn't been turned down.</p>
<p>Phone is not ringing</p>	<p>You may have DND on the handset. If you do, you'll see an icon on the LCD display. See Page 14 - 'Putting the phone on DND mode'</p>
<p>Phone says Network Link Down</p>	<p>If the phone LCD display says Network Link Down then it means that your IT network may be experiencing issues. First, check if your computer and other devices have a working internet connection and can load up web pages.</p> <p>Make sure to check if the LAN port is active on the switch first and try again.</p> <p>If you do not have an internet connection, you may need to reboot your router or any network switches that you have. If this doesn't help, contact the support team.</p> <p>If you have no internet connection on any device, you may need to contact your ISP or building manager.</p>
<p>The dial pad does not work</p>	<p>First check that any other buttons on the device are working and if you can place a call from the call history to see if the handset is working. That does work then a restart the device should get the keypad to work again.</p> <p>If the handset is not on a call working then you need to check the LAN port on the switch is active, Also make sure the LAN port on the device is on as well by going to Menu > Status > Network > Ethernet. From the Ethernet screen, scroll to LAN port and verify that it's Active.</p>
<p>Hallow phone line icon</p>	<p>If the you see a hollow phone icon on your device you may need to contact support so we can send a fresh config file to the handset</p>

<p>Display is showing none, is incorrect or bad contrast</p>	<p>Check the display is illuminated if not do a reboot on the handset.</p> <p>If contrast on the screen is low then please Menu > Settings > Basic > Contrast and by pressing the up or down buttons on the handset it should improve the screen contrast</p> <p>Make sure the network cable is properly inserted and is not and not half connected. Unplug the network cable out of the back of the phone and re plug it back in again and see if that works, If that does not work you would need to contact your system administrator or our technical support team.</p>
<p>Display is flicking</p>	<p>If the handset display is flickering you would need to put the handset away from the lights or replace the lights in the office to prevent this from happening</p>
<p>The handset is malfunctioning</p>	<p>If the handset is having any issue then a simple restart should resolve the issue, on the handset please go to Menu > Settings > Basic > Restart Phone and click on the softkey to reboot the handset.</p> <p>If not pull the power cable out of the back of the handset and put it back in again and the device should return to normal if not contact the technical support team.</p>

