

# Polycom SoundStation IP 5000 Conference Phone



## [Placing Calls](#)

Press, enter the phone number, and then press the  key or the dial soft key.

## [Answering Calls](#)

Press the Answer soft key.

To ignore an incoming call, press the Reject soft key.

## [Ending Calls](#)

During a call, press  or the **End** call soft key.

## [Redialing Numbers](#)

To call the last number you dialed, press  .

## [Muting the Microphone](#)

During a call, press  . The console LEDs will glow red. You can hear all other parties while Mute is enabled. The other parties cannot hear you.

To turn off Mute, press .

## [Holding and Resuming Calls](#)

During a call, press the **Hold** soft key. The console LEDs will blink red.

To resume the call, press the **Resume** soft key.

## [Transferring Calls](#)

**To transfer a call:**

1. During a call, press the **Transfer** soft key. The active call is placed on hold.
2. Enter the number of the party to which you want to transfer the call.

To cancel the transfer before the call connects, press the **Cancel** soft key. The original call resumes.

3. When you hear the ring-back sound, or after you speak with the second party, press the **Transfer** soft key.

*You can automatically transfer the call without speaking to the second party. After you complete step 1, press the **Blind** soft key. Then, complete step 2.*

## [Placing 3 Way Calls](#)

You can create a conference with up to two other parties.

**To place a 3 Way Call:**

1. Call the first party.
2. After the first party answers, press the **Confrnc** soft key. The active call is placed on hold.
3. Enter the number of the second party, and then press the **Send** soft key.
4. When the second party answers, press the **Confrnc** soft key. All parties are now joined in the conference. You can do the following:

- To put the conference on hold, press the **Hold** soft key. To resume the conference, press the **Resume** soft key.
- To end the conference, press the **End Call** soft key. (The other parties will remain connected.)
- To end the conference and split the conference into two separate calls on hold, press the **Split** soft key.

\*\*Click Blue Links for Training Video