

Welcome to **UNIFIED VOICE**

Armstrong Unified Voice 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 of Armstrong Unified Voice with your new Polycom® SoundStation® IP 6000 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
- *82 Calling Line ID Delivery per Call
- *41 Call Park
- *42 Call Park Retrieve
- *69 Call Return
- *70 Cancel Call Waiting
- *78 Do Not Disturb Activation
- *79 Do Not Disturb Deactivation
- *98 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.

For more support, please visit or call
ArmstrongOneWire.com/UV
1.866.483.9127

ARMSTRONG

QUICK START GUIDE



**POLYCOM®
SOUNDSTATION®
IP 6000
BUSINESS MEDIA PHONE**

ARMSTRONG®
BUSINESS SOLUTIONS

THE PHONE



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 soft keys control those functions.

NAVIGATION KEYS

The Navigation keys allow you to scroll through the options and lists on the display keys by pressing up or down. To select an item, press the Select button. 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.

OTHER FEATURES


PLACE A CALL

To place a call, press the **Dial** soft key or . Then dial the number.

ANSWER A CALL

To answer a call, simply press the **Answer** soft key or .

END A CALL

To end a call, simply press the **End Call** soft key or .

SET UP VOICEMAIL

- Initiate a call.
- Dial *98 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 will hear a stutter dial tone.

- To check your voicemail, initiate a call, then dial *98 or your extension.
- Enter your voicemail pass code, then press #.
- Follow the audio prompts.

CONTACTS AND CALL HISTORY

To access your Contacts Directory:

- Press **Dir** soft key.
- Select Contact Directory.

To access your Call History:

- Press the **Callers** soft key to display a menu for Missed, Received and Placed calls.

HOLD AND RESUME A CALL

- To hold, press the **Hold** soft key.
- To resume, press the **More** soft key, then 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 the first call is connected:

- Press the **More** soft key, then the **More** soft key again, then the **Confrc** soft key. The active call will be placed on hold.
- Dial the new party.
- When the call connects, press the **More** soft key, then the **Confrc** soft key to join the calls.

TRANSFER A CALL

After the first call is connected:

- To transfer the call unannounced:
 - Press the **More** soft key, then the **Transfer** soft key. The active call will be placed on hold.
 - Press the **Blind** soft key.
 - Dial the second number or extension.
 - Hang up; the call will transfer automatically.
- To announce the transfer:
 - Press the **More** soft key, then the **Transfer** soft key.
 - Dial the second number or extension, then press the **Send** soft key. The active call will be placed on hold.
 - When the second party answers, announce the transfer.
 - Press the **More** soft key, then the **Transfer** soft key again to complete.