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.

*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

UNIFIED VOICE
QUICK START GUIDE

Polycom SoundStation IP 6000

A premium IP conference phone that is designed for midsize rooms and offers remarkable HD Voice clarity.

ARMSTRONG®
BUSINESS SOLUTIONS

- Menu Key
- Exit Key
- Soft Keys
- Display Screen
- Speaker
- Call Key
- Redial Key
- Dial Pad
- LED Indicators
- Navigation Keys
- Select Navigation Key
- Volume
- Mute

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 indicates 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 messag 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 Confrnc 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 Confrnc 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.