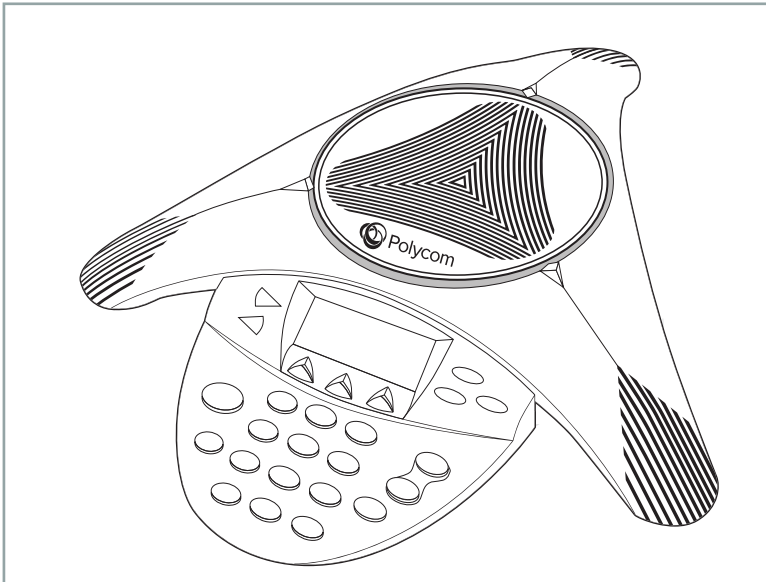











# POLYCOM 6000 BASICS



	Item	Description
1	 Select key	Allows you to: <ul style="list-style-type: none"> <li>• Select a field of displayed data</li> <li>• Toggle features on or off</li> </ul>
2	 Scroll keys	Allow you to: <ul style="list-style-type: none"> <li>• Scroll through displayed information</li> <li>• Enable or disable fields</li> </ul> From the idle screen, the scroll keys also allow you to: <ul style="list-style-type: none"> <li>• View speed dial information (Up scroll key)</li> <li>• View missed calls (Down scroll key)</li> </ul>
3	 Volume keys	Adjust the volume of the speaker and the ringer.
4	 Mute key	Toggles the microphone on or off during a conversation by doing the following: <ul style="list-style-type: none"> <li>• Stopping local audio from being heard at the far end of the call</li> <li>• Allowing local audio to be heard at the far end of the call</li> </ul>
5	Dial pad keys	Contain 10 digits, 26 alphabetic characters, and other special characters available in context-sensitive applications.
6	 Redial key	Automatically dials the last number you called.
7	 Call key	Initiates or ends a call.
8	 Soft keys	Select specific context-sensitive functions that display on the screen above each soft key.
9	 Exit key	Exits the current screen and returns to the previous menu.
10	 Menu key	Allows you to: <ul style="list-style-type: none"> <li>• Access additional features and configuration settings</li> <li>• Exit the current screen and return to the idle screen</li> </ul>
11	LCD graphic display	Shows the time and date, menus, and soft keys, as well as information about calls, messages, and features.

# POLYCOM 6000 BASICS

Icon	Line or Call State	Description
	Active call using Polycom® HD Voice™ technology	A call is in progress using Polycom HD Voice. The active call icons merge into one icon on the phone screen. The following figure shows what displays on the screen during an active call: 
	Active call not using Polycom HD Voice	A call is in progress that does not use Polycom HD Voice.
	Conference	A conference is in progress. See <a href="#">Hosting Conference Calls</a> on page 3-6.
	Dialing	The phone is dialing a number.
	Do Not Disturb	You have enabled the Do Not Disturb feature on your phone. Your phone will not ring. See <a href="#">Using Do Not Disturb</a> on page 3-14.
	Forwarding	You have enabled the forwarding feature on your phone. See <a href="#">Forwarding Calls</a> on page 3-11.
	Hold	A call or conference is on hold. See <a href="#">Holding and Resuming Calls</a> on page 3-5 and <a href="#">Holding and Resuming Conferences</a> on page 3-8.
	Registered line	The phone can place and receive calls.
	Registered shared line	The phone, which shares a directory number with another phone, can place and receive calls. See <a href="#">Understanding Shared Lines</a> on page 2-24.
	Ringing	The phone is ringing.
	Unregistered Line	The phone is unable to place and receive calls.
	Message	You have a new message. See <a href="#">Using Voice Mail</a> on page 3-16 and <a href="#">Using Instant Messaging</a> on page 4-6.

## How to Reach us When You Need Us

**Smart Choice Communications** maintains 24 hours a day, 7 days a week customer support call center.

Our service representatives aim for first call resolution, allowing you to focus on your real concern, your business.

### When calling:

- Identify yourself and the company you represent.
- State the nature of the trouble.
- A service ticket will be opened.
- Your call will be transferred to our Tech Support Team to attempt problem resolution.
- In the event the issue resides, an onsite dispatch will be arranged.