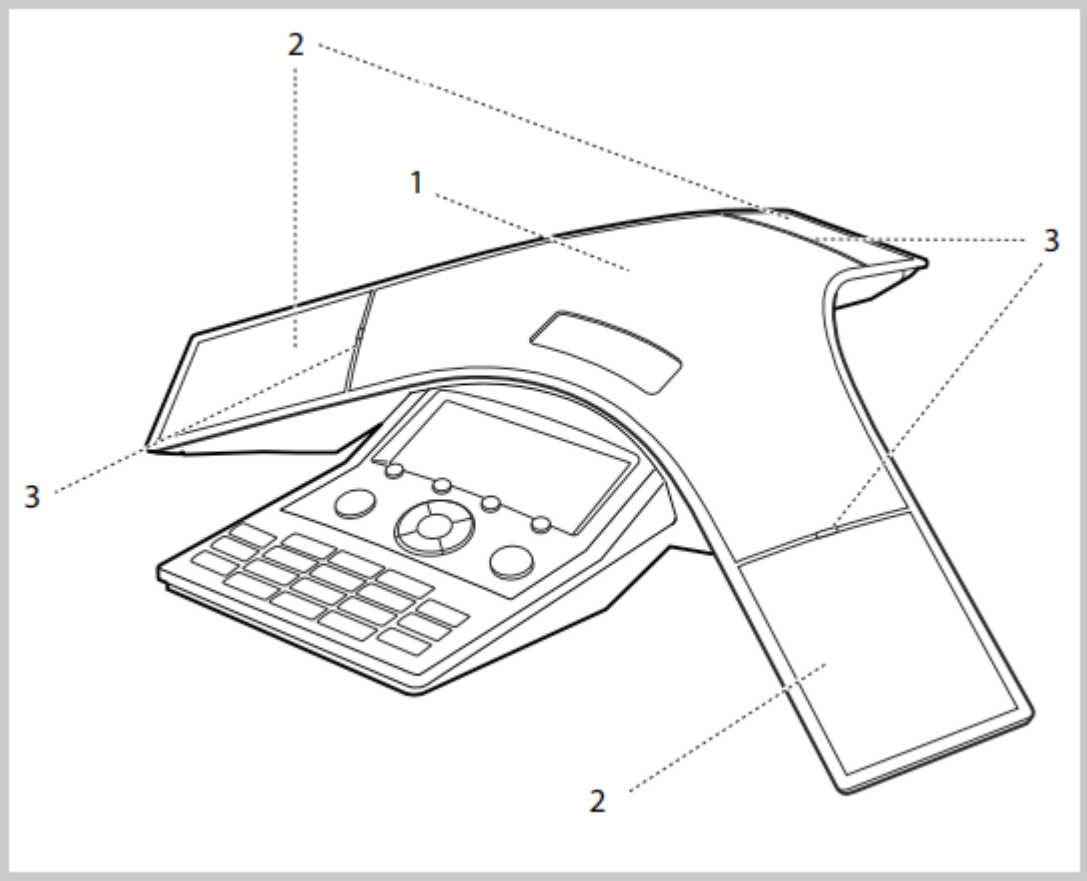
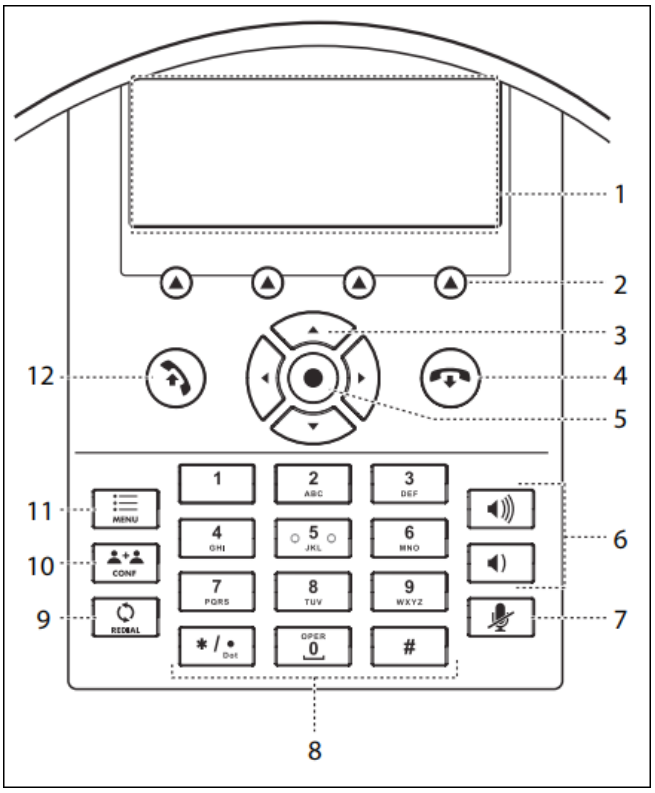
SMARTCHOICE
You Manage the Business. We Connect It.

POLYCOM 7000 BASICS



	Feature	Description
1	Speaker	Allows for ringer and hands-free audio output.
2	Microphones	Provide 360º coverage by three internal microphones.
3	LED Indicators	Indicate phone and call status through three bi-color LEDs. The LEDs illuminate to indicate the following normal operational states: • Solid red—A muted call • Flashing red—A call is on hold • Solid green—A dial-tone is available, dialing is in-progress, or call is in-progress • Flashing green—An incoming call



	Item	Description
1	LCD graphic display	Shows the time and date, menus, and soft keys, as well as information about calls, messages, and features.
2	Soft keys	Select specific context-sensitive functions that display on the screen above each soft key.
3	Scroll keys	Allow you to: • Scroll through displayed information • Enable or disable fields • View the Speed Dial Info list (Up scroll key) • View the Received Calls list (Left scroll key) • View the Placed Calls list (Right scroll key) • View the Missed Calls list (Down scroll key)
4	End Call key	Ends a call.
5	Select key	Allows you to: • Select a field of displayed data • Enable or disable fields
6	Volume keys	Adjust the volume of the speaker and the ringer.
7	Mute key	Stops local audio from being heard at the far end of the call.
8	Dial pad keys	Contain 10 digits, 26 alphabetic characters, and other special characters available in context-sensitive applications.
9	Redial key	Places a call to the most recently dialed person.
10	Conference key	Allows you to set up local audio conferences.
11	Menu key	Allows you to access additional features and configuration settings.
12	Make Call key	Initiates a call.

Icon	Line, Call State, or Indicator	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 in is progress that does not use Polycom HD Voice.
	Audio-only call	An audio-only call is either active or on hold, or the phone is placing a call.

Icon	Line, Call State, or Indicator	Description
	Call forward	You have enabled the call forward feature on your phone. See Forwarding Calls on page 3-19.
	Conference	A conference is in progress. See Hosting Conference Calls on page 3-9.
	Dialing	The phone is placing a call.
	Hold	A call or conference is on hold. See Holding and Resuming Calls on page 3-8 and Holding and Resuming Conferences on page 3-15.
	Do Not Disturb	You have enabled the Do Not Disturb feature on your phone. Your phone will not ring. See Enabling Do Not Disturb on page 3-21.
	Far mute	You have applied the far mute feature to a conference call participant. The muted participant can hear all participants, but no participant can hear the muted participant. See Muting Conference Call Participants on page 3-12.
	Presence	Identifies the status of a buddy in your Buddy Status list. See Using Buddy Lists on page 4-19. — Online — Busy or On the phone — Be right back, Away, or Out to lunch — Offline
	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 Understanding Shared Lines on page 2-32.
	Ringing	The phone is ringing.
	Unregistered line	The phone is unable to place and receive calls.
	Video call	A video call is taking place, or the phone is placing a video call.
	Voice mail message	You have a new voice mail message. See Using Voice Mail on page 3-24.

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.