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Star2Star®
COMMUNICATIONS

One System, One Service, One Provider... The Whole Solution

SoundStation® IP 6000
Quick User Guide

Basic Phone Features
Customizing Your Phone

Applies to phones running SIP 3.0.2 or later.

For detailed information please consult the Star2Star Phone and Features Guide, available for view/download via the Star2Star Web Portal at:

https://portal.star2star.com/

BASIC PHONE FEATURES

Placing Calls

Press , enter the phone number, and then press the **Send** soft key.

Answering Calls

Press the **Answer** soft key.

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

> *To prevent your phone from ringing, enable **Do Not Disturb**. See Using Do Not Disturb.*

Ending Calls

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

Muting the Microphone

During a call, press . If you use external microphones, you can also press on the microphones. 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 again.

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.

Redialing Numbers

To call the last number you dialed, press .

Transferring Calls

To transfer a call:
1. During a call, press the **Trnsfer** soft key. The active call is placed on hold.
2. Enter the number of the party to which you want to transfer the call, and then press the **Send** soft key.

   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 **Trnsfer** 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.*

Forwarding Calls

To enable call forwarding:
1. From the idle screen, press the **Forward** soft key.
2. Select the forwarding type you want to enable:
   - **Always**—To forward all incoming calls.
   - **No Answer**—To forward all unanswered incoming calls.
   - **Busy**—To forward calls that arrive when you are already in a call.
3. Enter a number to forward calls to. For No Answer, enter the number of rings before forwarding.
4. Press the **Enable** soft key.

To disable call forwarding:
1. From the idle screen, press the **Forward** soft key.
2. Select the forwarding type you want to disable.
3. Press the **Disable** soft key.

Forwarding Calls (contd)

Use the Star2Star Find-Me / Follow-Me feature in the Star2Star Web portal.
***Follow Me (Immediate)** -- Calls to your extension will be sent automatically to the number you define.*
***Find Me (Sequential)** -- Calls to your extension will ring your extension and any other numbers that you define, in order.*
***Find Me (All)** -- Calls to your extension will ring your extension and any other numbers that you define, all at once.*

LOCAL CONFERENCE CALLS

To create a three-way local conference 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.

> *If you have an active call and a call on hold, you can create a conference between all three parties by pressing the **Join** soft key.*

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Using Do Not Disturb

To prevent your phone from ringing, press ▭ , and then select **Features** > **Do Not Disturb**.

To toggle Do Not Disturb on and off, press ▭ .

*(Note) callers will be directed to Voice Mail or the Star2Star Find-Me / Follow-Me feature if invoked. Calls to the phone with the DND feature invoked will appear as **Missed** calls.*

Using Call Lists

To use a missed calls, received calls, or placed calls list:

1. Press ▭ , and then select **Features** > **Call Lists** > **Missed Calls**, **Received Calls**, or **Placed Calls**.
2. Select a call from the list. You can do the following:
   • To place a call, press the **Dial** soft key.
   • To change the phone number before dialing, press the **Edit** soft key.
   • To remove the call from the list, press the **Clear** soft key.
   • To view information about the call, press the **Info** soft key.

Accessing Voice Mail

An icon on the phone screen, the three LEDs flashing red, and a stutter dial tone may indicate new voice mail messages.

To listen to voice mail messages:

1. Dial 1000 or press ▭ , and then select **Features** > **Messages** > **Message Center**.
2. Press the **Connect** soft key, and then follow the voice or visual prompts on the screen.

Contact Directory

To add or edit a contact in your local phone directory:
1. Access the Star2Star Web Portal and navigate to the Individual Phone Settings section for your phone. Click the Speed Dials link to add contacts and other options to your phone. For more detailed instruction follow the Star2Star Phone and Features Guide available for view/download via the Star2Star Web Portal.

To search for a contact:

1. Press ▭ , and then select **Features** > **Contact Directory**.
2. Press the **Search** soft key. Then, enter the first few characters of the contact's first or last name, and then press the **Search** soft key again.

Updating Ring Tones

You can change the ring tone on your phone. You can also set distinctive ring tones for contacts in your Contact Directory.

To change the incoming ring tone:

1. Press ▭ , and then select **Settings** > **Basic** > **Ring Type**.
2. Scroll to the ring type you want. To hear the ring type before you select it, press the **Play** soft key. To select the ring type, press ▭ .

To set a ring tone for a contact:[1]

1. Press ▭ , and then select **Features** > **Contact Directory**.
2. Scroll to the contact.
3. Press the **Edit** soft key, and then use the **Next** soft key to scroll to **Ring Type**.
4. Enter a number that corresponds to one of the ring types available. (To exit the screen and find the number associated with a ring type,

press ▭ twice, and then select **Settings** > **Basic** > **Ring Type**.)
5. Press the **Save** soft key. (Note) these changes will be lost if the phone is powered off.

Adjusting Speaker and Ringer Volume

To change the speaker volume:

• During a call, press 🔊 or 🔊 .

To change the ringer volume:

• When the phone is in the idle state, press 🔊 or 🔊 .

You can also prevent your phone from ringing (see Using Do Not Disturb), or you can choose a silent ring for your phone (see Updating Ring Tones).

STAR2STAR CALL PARK AND RETRIEVE
1. Perform an Attended transfer to the park code 7000.
2. Listen to the system retrieval code announcement e.g. 7001
3. Press Transfer.
4. The caller is now parked.
5. The caller will hear music or message on hold if configured on your system.
6. Dial the system retrieval code e.g. 7001 on any local extension to retrieve the call.

CALLER PICKUP
1. To pick up a call ringing a specific phone that is not ringing as part of a Ring Group, dial ***8xxx** (xxx being the extension of the ringing phone).
2. For example your neighbor's phone extension 112 is ringing. You would dial ***8112** to pickup that call.
3. To pick up a call on any ringing phone dial ***8**.

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