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Introduction

Thank you for choosing the SoundStation® IP 4000 SIP. This conference phone provides multi-person audio conferencing capabilities for small to medium conference rooms within a Session Initiation Protocol (SIP) internet protocol telephony system. In this User Guide you will find everything you need to quickly use your new phone. Be sure to verify with your system administrator that your network is prepared for configuring your SoundStation® IP 4000 SIP phone. As well, be sure to read the Parts List and the Safety and Compliance section in this guide before you set up and use the SoundStation® IP 4000 SIP phone.

Parts List

The following items are included in your SoundStation® IP 4000 SIP package. Check this list before installation to ensure that you have received each item. If you are missing any items, please contact your SoundStation® IP 4000 SIP reseller.
Installing SoundStation® IP 4000 SIP

This section provides basic installation instructions and information for obtaining the best performance with the SoundStation® IP 4000 SIP phone. If you require additional information or assistance with your new phone, please contact your system administrator.

The SoundStation® IP 4000 SIP User Guide includes regulatory compliance information that your system administrator should review and can also be found at www.polycom.com.

Connecting Network and Power Source

AC Power Option

[Diagram showing the connection of a Power cable, Power adapter, Power interface module, Network cable, Console cable, and External microphones (optional)]
**LED Indicators**

The LEDs located on the top of your SoundStation\textsuperscript{®} IP 4000 indicate the current status of the phone.

- **Green** - Your call is in progress.
- **Flashing green** - A call is incoming.
- **Blinking green** - Your call is held by the far end.
- **Red** - Your call is muted.
- **Blinking red** - You have placed the call on hold.

**Keys**

- **Menu**
  Displays a menu of settings and options.

- **Exit**
  Exits from current screen to previous menu.

- **Soft Keys**
  The screen will display labels for these keys to identify their context-sensitive functions.

- **Phone**
  Originates and ends calls, answers incoming calls.

- **Redial**
  Dials last dialed party.

- **Dial Pad**
  These 12 keys provide the 10 digits, the 26 alphabetical characters and special characters available in context-sensitive applications.

- **Scroll**
  Navigate up or down through displayed lists.

- **Select**
  Choose a menu item.

- **Volume**
  Use these to adjust ringer and audio volume.

- **Mute**
  Toggle microphone on or off during a conversation.
Placing a Call

1. To obtain dial tone, press the key or the New Call soft key.
2. Dial the desired number.

Users also have the option to dial directly from the dial pad without first getting dial tone. Simply enter the number then press the key or press the Dial soft key.

In all cases, the active call will appear on the display showing call duration and destination.

Answering a Call

Press the key or the Answer soft key. The three LEDs will blink green when the phone rings.

Incoming calls may be ignored by pressing the Reject soft key.
Call Hold and Resume

During a call, press the **Hold** soft key. The call will be placed on hold and this will be indicated on the display. The three LEDs will blink red to indicate that a call is on hold. Press the **Resume** soft key to retrieve the call.

Multiple Calls on Hold

If multiple calls are on hold, use the arrow keys to switch between the calls then press the **Resume** soft key to retrieve the desired call. If more than one call is on hold, an indication will appear on the display, for example “2/3” shows that this is the second call out of three calls.

Microphone Mute

During a call, press 🎤. The three LEDs on the phone glow red to indicate that the other party (parties) cannot hear you.

If you are using external microphones, press the 🎤 key on the phone or the microphones.

You can still hear all other parties while Mute is enabled.

To turn off Microphone Mute, press 🎤 again.

General Key Use

To navigate through menus and to enter data, these are useful tips:

1. Use 🎧 or the **Next** and **Prev** soft keys to scroll through lists. In some lists the * and # keys can be used as “Page Up” and “Page Down”.
2. Many soft keys can only be accessed by pressing the **More** soft key.
3. Press 📦 to exit from any menu.
4. To enter text using the dial pad, press the number keys one or more times. For example, for ‘A’ press ‘2’ and for ‘C’ press ‘222’. When in text entry mode the display title will show whether keys will generate numbers (1), upper-case (A) or lower-case (a) characters and the 1/A/a soft key can change this.
Local Conferencing

You can create a conference with two other parties using the phone’s local conferencing feature.

1. Place a call to the first party.
2. Press the Confrnc soft key to create a new call (the active call is placed on hold).
3. Dial the phone number of the second party or use the arrow keys to access speed dial numbers or the missed call list, or use the Features menu to access placed and received call lists. From one of these lists press the Dial soft key.
4. When the second party answers, press the Confrnc soft key again to join all parties in the conference, or press the Split soft key to put the first call on hold and keep the second call as the active call.

A conference may be created at any time between an active call and a call which is on hold by pressing the Join soft key.

Splitting a Conference

When a conference has been established, a Split soft key is available. Pressing this key will split the conference into two calls on hold.

Transferring a Call

1. During a call, press the Transfer soft key (the active call is placed on hold).
2. Dial the number to which you want to transfer the call or use the arrow keys to access speed dial numbers or the missed call list, or use the Features menu to access placed and received call lists. From one of these lists press the Dial soft key.
3. Press the Transfer soft key again or hang up to complete the transfer.
4. This can be done as soon as the ringback sound is heard or you can wait until the third party answers and talk to them before completing the transfer. Press the Split soft key to put the first call on hold and keep the second call as the active call.

Transfer may be cancelled during establishment by pressing the Cancel soft key. The original call is resumed.

A blind transfer (without consultation) can also be supported by pressing the Blind soft key.

Call Timer

Call progress on an active call is monitored through a local call timer. This is visible within the active call window on the display.
Ending a Call
Press the ✉️ key or the End Call soft key.

Redial
Press ✉️ to place a call to the last dialed number.

To redial another previously dialed number, press the ✉️ key, and select Features, Call Lists, Placed Calls. You will see a list of previously placed calls. Choose the number you wish to redial and press Dial.

Call Forwarding
Calls may be forwarded to another extension as follows:

1. Press the Forward soft key from the phone’s idle display or press Menu and select Features and Forward... at any time.
2. Enter a number or URL to forward all future calls to.
3. Press the Enable soft key to confirm Call Forwarding.

Idle display returns with a moving arrow on the line label to confirm Call Forwarding enabled.

To turn call forwarding off:

1. Press the Forward soft key from the phone’s idle display or press Menu and select Features and Forward... at any time.
2. Press the Disable soft key.

Idle display returns and the line indicator now displays the regular icon.

Do Not Disturb
To prevent the phone from ringing on incoming calls, activate the Do Not Disturb feature by pressing the Menu key, Features, and use the Select key to toggle Do Not Disturb on and off.

A flashing icon and text on the display indicates that Do Not Disturb is on.

Calls received while Do Not Disturb is enabled are logged in the Missed Call list.

Volume Adjustment
Press the volume keys to adjust speaker volume during a call. Pressing these keys in the idle state adjusts the ringer volume.
**Time and Date**

Time and Date is clearly displayed on the SoundStation® IP 4000 SIP phone. If the phone cannot obtain a time and date from the server, the display will flash. Contact your system administrator if either time or date is incorrect. Users have control over the format of the display. Select options which are right for you as follows:

1. Press .
2. Select Settings followed by Basic, Preferences, Time & Date.
3. Select from Clock Date, Clock Time, Clock Order, or Enable/Disable.
4. Scroll through the options via the up and down arrow keys.
5. Press the Select key to confirm and to return to the idle display.

**Display Contrast**

To adjust the contrast on the display to a comfortable level:

1. Press . Select Settings followed by Basic, Contrast.
2. Press the Up or Down soft keys (or volume keys) to increase or decrease the display contrast.
3. Press the Ok soft key to accept changes.
4. Press the key to return to the idle display.

**Ring Type**

Many ring types are available for users to choose from. To change the incoming ring to a desired sound:

1. Press . Select Settings followed by Basic, Ring Type.
2. Using the arrow keys, highlight the desired ring type. Press the Play soft key to hear the selected ring type.
3. Press the Select key to change to the selected ring type.
4. Press or the Exit soft key to return to the idle display.

See also Distinctive Ringing / Call Treatment.

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When your SoundPoint IP 4000 phone is configured for silent ring, press the ringing Line key or the Answer soft key and you will answer the call. If your handset is off hook, the call is routed to the handset. If your handset is on hook, the call is routed to the speaker.
Call Lists

A local list of calls missed, received, and placed is maintained by the phone.

Press \textit{Menu}. Select \textit{Features} followed by \textit{Call Lists}, and \textit{Missed}, \textit{Received}, or \textit{Placed Calls} as desired. Call information will be displayed.

Choose:
1. \textit{Edit} to amend the dial string if necessary.
2. \textit{Dial} to return the call.
3. \textit{Info} to view information about the call.
4. \textit{Save} to store the contact to the Contact Directory.
5. \textit{Clear} to delete the call from list.

Press the \textit{<Exit} key to return to the idle display.

Contact Directory

In addition to a directory of missed, placed, or received calls, the phone can store a local directory of contacts. Users can add, delete, edit, dial, or search for any contact in this list through just a few key strokes.

To add or edit a contact:

1. Press \textit{Menu}, select \textit{Features} and \textit{Contact Directory}.
2. Press \textit{More} and then \textit{Add} to enter another contact into the phone’s database, or press \textit{Edit} to edit an existing entry.
3. To move between fields when editing, use the \textit{Next} or \textit{Prev} soft keys. Enter first and/or last name from the keypad. Press the \textit{1/A/a} soft key to select between numeric and upper/lower case alphanumeric modes.
4. Enter the Contact number. This is a required field and it must be unique (not already in the directory).
5. Speed Dial Index, Ring Type and Divert Contact may be left blank.
6. Use \textit{or} or the \textit{Change} soft key to switch between Enabled and Disabled settings for the last four fields.
7. Press \textit{Save} to confirm or \textit{Cancel} to abandon the changes then press the \textit{<Exit} key to return to the idle display.

To search for a particular contact:

1. Press \textit{Search} from the \textit{Contact Directory} menu.
2. Using the dial pad, enter the first few characters for First or Last names.
3. Press \textit{Search} to search for contacts.
4. Successful matches can be dialed from the resulting screen.

Contacts can be easily added from Call Lists. \textit{See Call Lists for more information.}
**Speed Dial**

Pre-assigned numbers can be associated with speed dial entries for rapid automated dialing. Speed dial entries can be viewed from the idle display by pressing 🔄.

**To assign John to a Speed Dial entry:**

1. Press 🔄, select Features, Contact Directory.
2. Press the Add soft key to enter John’s contact details (see Contact Directory) or highlight John’s existing directory entry and press Edit.
3. Enter Speed Dial Index as “1”. This assigns John to the first speed dial entry.
4. Press Save to confirm or ⏪ to abandon the change then press ⏪ to return to the idle display.

**To remove a Speed Dial entry:**

1. Press 🔄, select Features, Contact Directory.
2. Scroll to the desired entry and press Edit.
3. Delete the Speed Dial Index number using the ⏪ and then the Delete soft keys.
4. Press Save and ⏪ to return to the idle display.

---

**Multiple Call Appearances**

The phone can be configured to have one or more call appearances. More than one call appearance is useful if there is an active call and an incoming call arrives.

To answer the second call, put the active call on hold or press the down arrow key, and then you have the option to:

1. **Answer** this incoming call.
2. **Reject** the second incoming call.
3. **Forward** the incoming call to another extension.

To answer the incoming call, put the original call on Hold or press 🔄 to access the call.

If more than one call appearance is in use, the total number will be indicated by a counter at the top right corner of the display. For example, “2/3” indicates that the displayed call is the second one out of a total of three.

A user can also place another call on the same line. Press Hold during the first call and press NewCall to obtain dial tone for a second call.
**Shared Lines**

The phone supports shared lines*. A shared line is indicated by a different line icon which is half black and half grey. If two phones share a line, an incoming call to that number will cause both phones to ring. The call can be answered on either phone but not both.

The shared line icon changes to a moving icon when the line is in use remotely.

Calls on shared lines can be transferred, put on hold, or can be used to originate a conference.

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*Shared lines are an optional feature configured on the server and may not be supported on your particular system. Contact your system administrator to find out.

**Voice Mail**

Voice mail may be indicated by visual notification on the display and the three LEDs flashing red.

A stutter dial tone in place of normal dial tone is used to indicate that one or more voice messages are waiting at the message center.

To listen to voice messages:

1. Press and select *Features* and *Messages*,†
2. Display indicates number of messages and their importance. Press *Connect* to initiate Voice Mail retrieval from the Message Center, OR
   Press *Clear* to turn off the flashing LEDs without listening to messages.
3. Follow voice prompts to listen to messages.

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*Voice Mail is an optional feature configured on the server and may not be supported on your particular system. Contact your system administrator to find out.

†Screen options may vary with server-based application.

Voice Mail can be accessed with a single key press. Contact your system administrator to find out.

**Distinctive Ringing / Call Treatment**

Users can set distinctive incoming ringing tones for contacts in their local directory. This allows identification of a contact by a specific ring tone.

This feature is local to the phone, and may be overridden by server settings. Contact your system administrator for more details.

To set a distinctive ring for a local contact:

1. Press *Menu*, select *Features* and *Contact Directory*.
2. Using the arrow keys, scroll through the directory to choose a contact.
3. Press *Edit* and scroll down using the *Next* soft key to *Ring Type*.
4. Enter a number corresponding to one of the ring types available (press **then the **Delete** soft key to remove an existing value).
5. Press the *Save* soft key or **Exit** to abandon the change.

Incoming calls from this contact will now have the distinctive ringing pattern applied. See *Ring Type* in this guide for further details.
**Multilingual Support (Localization)**

Many languages are supported by the phone. To change language:

1. Press \(\text{Menu}\) and select Settings, Basic, Preferences, Language.
2. Scroll through the list of available languages and press the \(\text{Select}\) key when the desired language is highlighted.
3. The display will change to the language of your choice.
4. Exit to the idle display by pressing \(\text{Menu}\).

**Phone Reboot**

Periodically, the phone may require a user restart. Reasons for this include accepting a new configuration or new software.

To restart the phone:

- Press \(\text{Menu}\), Settings, Advanced, Restart Phone, Yes (the user password is required to access this menu).

The reboot process will begin and is complete when the idle display is shown.

> In the case of problems, it may be possible to restore normal operation of your phone without rebooting. Contact your system administrator before attempting to reboot the phone.

**Optional Features**

**Text Messaging**

Users can send and receive text messages on the phone. SIP Instant (Text) Messaging is supported in real-time. Received messages may be indicated by visual notification on the display and the three LEDs flashing red.

To read text messages:

1. Press \(\text{Menu}\) and select Instant Messages
   OR
   Press the InstMsg soft key to read a message just received.
2. Messages appear first to last in sent order.
3. Press the Next or Prev soft keys to cycle through messages in order.
4. Press the More soft key to access the Delete, Reply, and New options.
To send a text message:

1. Press \(\text{Menu}\) and select \textit{Features, Messages, Instant Messages}.
2. Press the \textbf{New} soft key.
3. Enter the desired extension or SIP URL. Press the \(1/A/a\) soft key to alternate between numeric and upper/lower case alphanumeric modes.
4. Press the \textbf{Select} soft key to choose from various pre-scripted short messages.
   OR
   Press \textbf{Edit} to compose a custom message. Use dial pad keys to cycle through the character set. Use keys 1, *, 0, and # to select special characters.
5. Press \textbf{Send} when finished.

\textbf{Presence / Status / Buddy Lists}

The phone combines interactive message services and status monitoring to complement a traditional messaging application such as email.

Live interaction within a pool of phones is possible by monitoring the “presence” of the parties involved.

Each phone can “watch” the status of up to eight other phones. These other phones form the “Buddy List”. The status of buddies is displayed and updated in real time. Each phone can also be “watched” by up to eight other phones.

To add or delete a contact from your buddy list, or block a contact:

1. Press \(\text{Menu}\), select \textit{Features, Contact Directory}.
2. Using the arrow keys, scroll through the directory to choose a contact.
3. Press \textbf{Edit} and scroll down using the \textbf{Next} soft key to the \textit{Watch Buddy} or \textit{Block Buddy} fields.
4. Use the arrow keys to switch between Enabled or Disabled status.
5. Press the \textbf{Save} soft key or \(\text{Exit}\) to abandon the change.

The figures show a typical Buddy Status screen display of monitored phones and a My Status display.
To view and change Presence settings:

1. Press [Menu] and select Features and Presence.
2. Choose My Status to change your own status.
3. Choose Buddy Status to monitor the status of the contacts within your buddy list.
4. Choose Privacy List to see which phones are allowed to “watch” your phone and which phones are blocked from “watching” your phone.

Your phone can be configured to work with Microsoft® Office Live Communications Server and communicate with others using Microsoft® Office Communicator and Windows Messenger. Contact your system administrator to find out.

To add a contact in the buddy list:

1. Press the Buddies soft key on the idle display to get to the Buddy Status screen or press [Menu] and select Features, Presence, Buddy Status.
3. Press Add.
4. Enter the number of the buddy, for example, 7778.
5. Press Submit.

If the buddy is added successfully, you are able to scroll to it on the Buddy Status screen.

Any contacts added through the buddy list will appear in as a contact in Microsoft® Office Communicator and Windows Messenger.
Troubleshooting

No Dial-Tone
Verify power is correctly applied to the SoundStation® IP 4000 SIP phone:
• Check that the display is illuminated.
• Make sure that the network cable is inserted properly on the bottom of the phone (try unplugging and re-inserting the cable).

No Display, Incorrect Display or Bad Contrast
Verify power is correctly applied to the SoundStation® IP 4000 SIP phone:
• As “No Dial-Tone” above.
Verify contrast adjustment:
• Follow the instructions in this User Guide to adjust the contrast to a darker level.
• Reboot the phone to obtain a default level of contrast (follow the instructions in this User Guide).

No Ringing
Verify incoming ring setting and volume level:
• Adjust the ringing level from the front panel using the volume up/down keys.
• Check that the Ring Type selected in the Settings menu is not the Silent Ring.
Verify successful outbound or inbound calling:
• As “No Display” above.
Verify successful outbound or inbound calling:
• Place a call to the phone under investigation. Check that the display indicates incoming call information.
• Press the key. Ensure dial tone is present and place a call to another extension or number. Check that the display changes in response.
No Response from Feature Key Presses
Verify phone is in active state:
- Make a call to the phone to check for inbound call display and ringing as normal. If successful, try to press feature keys within the call to access Directory or Buddy Status for example.
- Press followed by Status and Lines to confirm line is actively registered to the server.
- Reboot the phone to attempt re-registration to the server.

Display shows “Network Link is Down”
Verify LAN cable is properly connected:
- Check termination at the switch or hub (furthest end of the cable from the phone).
- Check that the switch or hub is operational (flashing link/status lights) or contact your system administrator.
- Press followed by Status, Network, and Ethernet. Scroll down to verify LAN port is Active.
- Reboot the phone to attempt re-registration with the server.

Safety and Compliance

Part 15 Rules
This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
1. This device may not cause harmful interference, and
2. This device must accept any interferences received, including interference that may cause undesired operation.

Class B Digital Device or Peripheral
Note: This equipment is tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experience radio/TV technician for help.
Modifications
In accordance with Part 15 of the FCC Rules, the user is cautioned that any changes or modifications not expressly approved by Polycom, Inc. could void the user’s authority to operate the equipment.

Installation Instructions
Installation must be performed in accordance with all relevant national wiring rules.

Plugs Acts as Disconnect Device
The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

Industry Canada (IC)
This Class [B] digital apparatus complies with Canadian ICES-003.

CE Mark
This SoundStation® IP 4000 SIP is marked with the CE mark. This mark indicates compliance with EEC directories 89/336/EEC and 73/23/EEC.

Industry Canada (IC)
This Class [B] digital apparatus complies with Canadian ICES-003.

CE Mark
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