



## SoundStation® IP 4000

### Quick User Guide

Basic Phone Features  
Customizing Your Phone

Applies to phones running SIP 2.2 or later.

For detailed information please consult the comprehensive SoundStation IP 4000 User Guide available at: [www.polycom.com/support/voicedocumentation/](http://www.polycom.com/support/voicedocumentation/)

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## BASIC PHONE FEATURES

### PLACING A CALL

Press  and dial the number or dial the number first, and then press  or the **Dial** soft key.

### ANSWERING A CALL

Press  or the **Answer** soft key.

*Incoming calls may be ignored by pressing the **Reject** soft key during ringing.*

### ENDING A CALL

Press  or the **EndCall** soft key.

### LED INDICATORS

The LEDs located on the top of your phone indicate 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 voice mail.

**Blinking red** - You have placed the call on hold.

### MICROPHONE MUTE

During a call, press . If you are using external microphones, you can also press  on the microphones. You can hear all other parties while Mute is enabled.

To turn off Mute, press  again.

### CALL HOLD AND RESUME

1. During a call, press the **Hold** soft key.
2. Press the **Resume** soft key to resume the call.

### CALL TRANSFER

1. During a call, press the **Transfer** soft key (the active call is placed on hold).
2. Place a call to the party to which you want to transfer the call.
3. After speaking with the second party, press the **Transfer** soft key to complete the transfer.

*Press the **Blind** soft key to transfer the call without speaking to the second party.*

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

### CALL FORWARDING

**To enable call forwarding:**

1. Press the **Forward** soft key from the phone's idle display or press  and select **Features**, and then **Forward**.
2. Select a **Forwarding Type** from **Always, No Answer**, and **Busy**.
3. For all types, enter a number to forward all future calls to.
4. For **No Answer**, enter the number of rings before forwarding.
5. Press the **Enable** soft key to confirm Call Forwarding. A moving arrow icon appears for that line to confirm Call Forwarding is enabled.

**To disable call forwarding:**

1. Press the **Forward** soft key from the phone's idle display or press  and select **Features**, and then **Forward**.
2. Select a **Forwarding Type** from **Always, No Answer**, and **Busy**.
3. Press the **Disable** soft key.

*Call forwarding is not available on shared lines.*

*If call forwarding is configured on the call server (invoked using \* code dialing or from a PC-based application), then particulars and menu options may vary.*

### LOCAL CONFERENCE CALLS\*

**To create a three-way local conference call:**

1. Call the first party.
2. Press the **Confnc** soft key to create a new call (the active call is placed on hold).
3. Place a call to the second party.
4. When the second party answers, press the **Confnc** soft key again to join all parties in the conference.

*When a conference has been established, pressing the **Split** soft key will split the conference into two calls on hold.*

*Placing the call on hold on the conference originator's phone will place the other parties in the conference on hold.*

*A conference may be created at any time between an active call and a call which is on hold (on the same line or another line) by pressing the **Join** soft key.*

*Ending the call on the conference originator's phone will allow the other parties to continue the conference.*

\* - Conferencing is an optional feature that must be configured on the call server. Particulars and menu options may vary.

### REDIAL

Press  to redial the most recently dialed number.

## DO NOT DISTURB

Press , **Features**, and then press  to toggle Do Not Disturb on and off. A flashing icon and text on the display confirm that Do Not Disturb is enabled.

*If Do Not Disturb is configured on the call server, then particulars may vary.*

## CALL LISTS

Press  followed by the **Features**, **Call Lists**, and then Missed, Received, or Placed Calls, as desired. Information on respective calls will be displayed.

**From this screen, choose the appropriate soft key:**

1. **Edit** to amend the contact number before dialing.
2. **Dial** to place the call.
3. **Info** to view detailed call information.
4. **Save** to store the contact to the Contact Directory.
5. **Clear** to delete the call from the list.

Press  to return to the idle display.

## VOICE MAIL\*

The LED indicators on the front of the phone will flash red and the stutter dial tone in place of normal dial tone will sound to indicate that message(s) are waiting at the message center.

**To listen to voice messages:**

1. Press .
2. Select **Features**, and then **Messages**.
3. Follow voice prompts to listen to messages.

\* - Voice Mail is an optional feature that must be configured on the call server. Particulars and menu options may vary.

## SPEED DIALING

To assign a speed dial index, see **CONTACT DIRECTORY** below.

## CUSTOMIZING YOUR PHONE

### CONTACT DIRECTORY

**To add a contact in your local phone directory:**

1. Press .
2. Select **Features**, and then **Contact Directory**.
3. Press the **More** soft key, then the **Add** soft key to enter another contact into the phone's database.
4. Enter first and/or last name from the dial pad. Press the **1/A/a** soft key to select between numeric and upper / lower case alphanumeric modes.
5. Enter a unique contact phone number (not already in the directory).
6. Change the Speed Dial Index if desired. It will automatically be assigned the next available index value.
7. Modify the remainder of the fields (Ring Type and Divert Contact) if desired.
8. Press the **Save** soft key to confirm or the **Cancel** key to abandon the

changes, and then press  to return to the idle display.

*Contacts can be easily added from Call Lists. For more information, see **CALL LISTS** section above.*

**To search for a contact:**

1. Press .
2. Select **Features**, and then **Contact Directory**.
3. Select **Search** from the **Contact Directory** menu.
4. Using the dial pad, enter the first few characters for First or Last names.
5. Press the **Search** soft key to search for contacts. Dial successful matches from the resulting search screen.

**To edit a contact:**

1. Press .
2. Select **Features**, and then **Contact Directory**.
3. Search for the contact (see above).
4. Press the **Edit** soft key and make the necessary changes.
5. Press the **Save** soft key to confirm or the **Cancel** soft key to abandon the changes, and then press to return to the idle display.

## VOLUME ADJUSTMENT

Press the  volume keys to adjust the speaker volume during a call. Pressing these keys in idle state adjusts the ringer volume.

## RING TYPE

You can select different rings to match your preferences and distinguish between calls on lines.

**To change the incoming ring:**

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

*If you select Silent ring, press the **Line key** or **Answer** soft key to answer incoming calls.*

## DISTINCTIVE RINGING / CALL TREATMENT

You can set distinctive incoming ringing tones for different contacts in your local directory.

**To set a distinctive ring for a local contact:**

1. Press .
2. Select **Features**, and then **Contact Directory**.
3. Press the **Edit** soft key and scroll down to Ring Type.
4. Enter a number corresponding to one of the ring types available (see **RING TYPE** above).
5. Press the **Save** soft key or the **Cancel** soft key to abandon the

change, and then press  to return to the idle display.



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