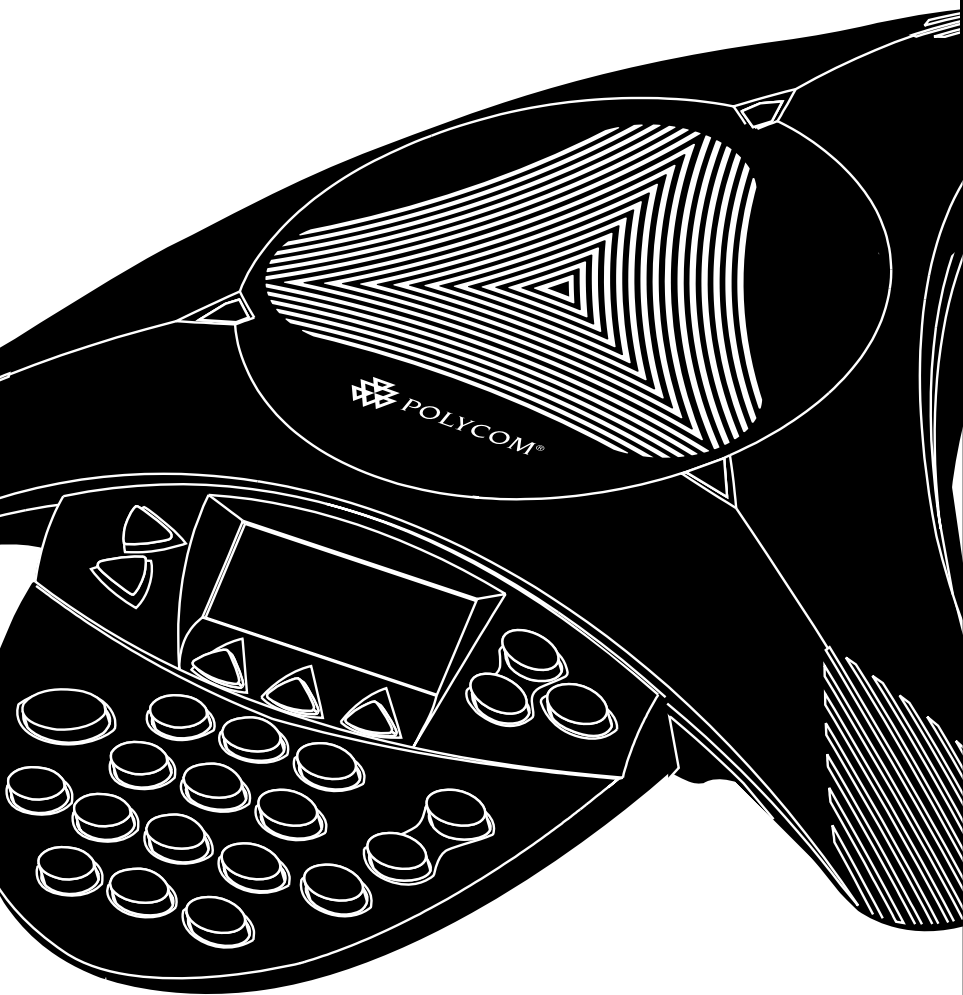




POLYCOM®

## User Guide

### SoundStation® IP 4000 SIP



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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 SIP internet protocol telephony system. In this User Guide you will find everything you need to quickly set up your new phone. Be sure to verify with your System Administrator that your

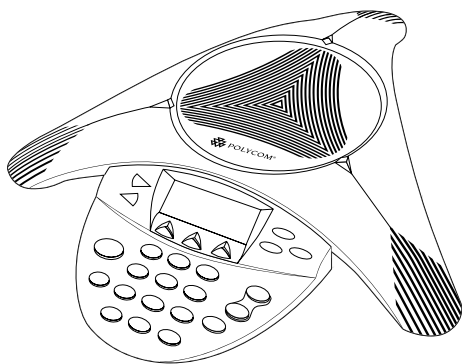
network is prepared for configuring your SoundStation® IP 4000 SIP phone or consult the *Administrator Guide SoundPoint/SoundStation IP SIP* for more information. As well, be sure to read the Parts List and the Safety and Compliance section in this guide before you set up and use the SoundStation® IP 4000 SIP phone.

## Parts List

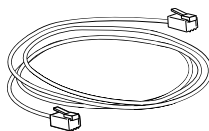
The following items are included in your SoundStation® IP 4000 SIP package. Check this list before installation to ensure

that you have received each item. If you are missing any items, please contact your SoundStation® IP 4000 SIP reseller.

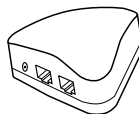
### Polycom SoundStation® IP 4000 SIP



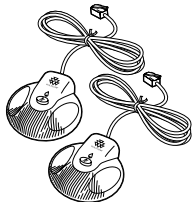
#### Network Cable



#### Power Interface Module



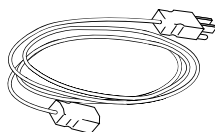
#### Extension Microphones (optional)



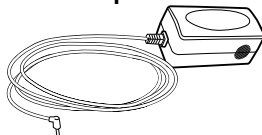
#### Quick Start Guide



#### Power Cord



#### Power Adapter



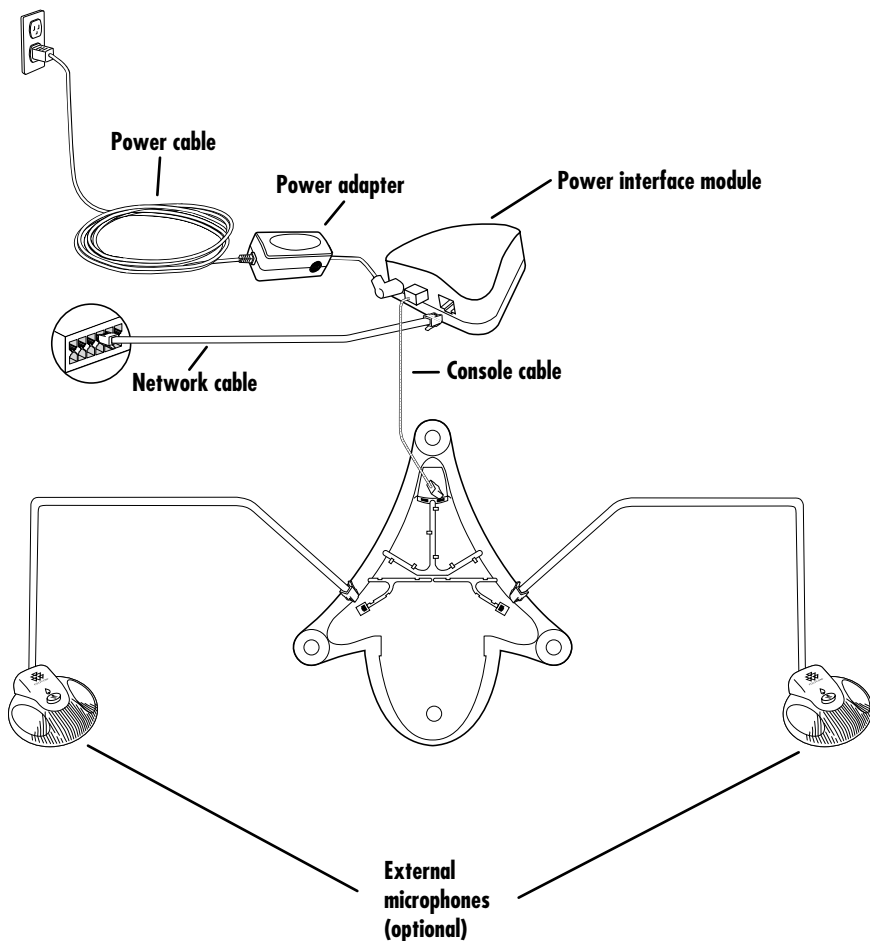
## Installing SoundStation® IP 4000 SIP

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](http://www.polycom.com)

### Connecting Network and Power Source

#### AC Power Option



# Features

## LED Indicators

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

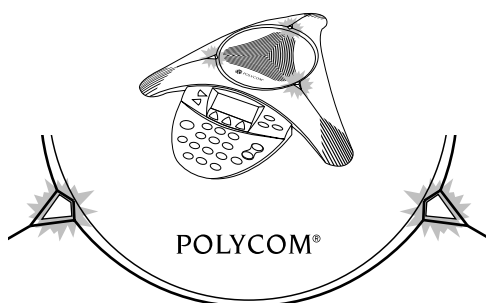
**Green** - your call is in progress.

**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

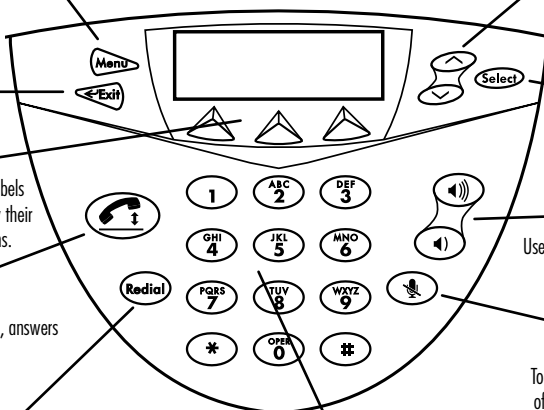
Choose a menu item.

### Volume

Use these to adjust ringer and audio volume.


### Mute

Toggle microphone on or off during a conversation.



# Using SoundStation® IP 4000 SIP


## Placing a Call

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

OR


Dial by SIP URL or IP<sup>†</sup> address:

- After obtaining dial tone press **Name**
- Enter URL or IP (press \* for "." and # for "@")
- Press **Send** to complete the call.


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.

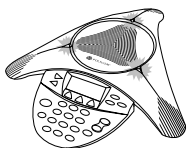
In all cases, the active call will appear on the display showing call duration and destination.

<sup>†</sup>Examples: 10.3.0.42  
joe@205.173.1.24  
sip: jane@polycom.com

To obtain the IP address of your phone, press  followed by **System Status and General**. The IP address is listed together with other network information.

## Answering a Call

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



When a second call comes in, the soft keys don't change. Press the up and down arrow keys to access the soft keys for the second incoming call.

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

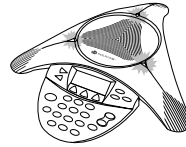
If there is an active call when a new incoming call is received, pressing the **Answer** soft key places the active call on hold to answer the new call.

## Call Hold

During a call, press the **Hold** soft key. The call will be placed on hold and this will be indicated on the display. Press the **Resume** soft key to retrieve the call.


If multiple calls are on hold, use the arrow keys to select a call then press the **Resume** soft key to retrieve the call.


The three LEDs will blink red to indicate that the call is on hold.




---

## 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. The  key can be pressed to quickly 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

A conference may be created with two other parties using the phone’s local conferencing feature.

1. Place a call to the first party.
2. Press the **Confnc** soft key to obtain a new line (the active call is placed on hold).
3. Dial the phone number of the second party.

4. When the second party answers, press the **Confnc** soft key again to join all parties in the conference.

*Ending the call on the conference originator’s phone will terminate the conference.*



## Transferring a Call

1. During a call, press the **Transfer** soft key (the active call is placed on hold).
2. (Optional) If an immediate, non-consultative transfer is required, press the **Blind** soft key.
3. Dial the number to which you want to transfer the call. The Blind transfer will be completed automatically.
4. The call may be transferred without consultation by immediately pressing the **Transfer** soft key again, OR

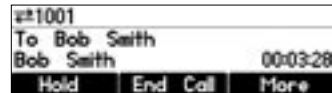
Press the **Transfer** soft key again after consulting with the new party (“Consultative Transfer”).

Transfer may be cancelled during progress by pressing the **Cancel** soft key. Press **Resume** to return to the active call.

---


## 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.




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
## 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, scroll down using the  key, and select *Directories*, then *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 (Diverted) to another extension as follows:

1. Press the **Forward** soft key from the phone's idle display.
2. Select *Contact*: and press the **Edit** soft key to enter a number or URL to forward all future calls to.
3. Press the **Forward** 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 telephone's idle display.
2. Press the **Disable** soft key.

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

*Call Forwarding is not available on Shared Lines.*

## Volume Adjustment

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



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## 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.

---

## Time and Date

Time and Date is clearly displayed on the SoundStation® IP 4000 SIP telephone. Accuracy is maintained through server control. Contact your System Administrator if either time or date is incorrect. Users have control over the format of the display. Select a format which is right for you as follows:

1. Press **Menu**.
2. Select *Settings* followed by *Clock*.
3. Select from *Clock Date*, *Clock Time*, or *Clock Order*.
4. Scroll through the options via the up and down arrow keys.
5. Press **Select** to confirm and **Menu** to return to the idle display.

---

## Display Contrast

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

1. Press **Menu**. Select *Settings* followed by *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 **Exit** 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 **Menu**. Select *Settings* followed by *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 **Select** to change to the selected ring type.
4. Press **Menu** or the **Exit** soft key to return to the idle display.

See also **Distinctive Ringing / Call Treatment**.

## Call Lists

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

Press . Select *Directories* followed by *Missed*, *Received*, or *Placed Calls* as desired. Call information will be displayed.


1. Choose **Edit** to amend the dial string if necessary.
2. Choose **Dial** to return the call.
3. Choose **Info** to view information

*To delete all calls from a particular list, press the **Clear** soft key from the Directories menu.*

about the call.

4. Choose **Save** to store the contact to the Contact Directory.
5. Choose **Clear** to delete the call from list.

Press the **Exit** soft key to return to the idle display.




*To quickly view the Missed Calls list from the idle display press .*

---

## 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, search, or instant-message any contact in this list through just a few key strokes.

### To add or edit a contact:

1. Press , select *Directories* and *Contact Directory*.
2. Press **Add** to enter another contact into the phone's database or press **Edit** to edit an existing entry.
3. To move between fields when editing, use the **Next** or **Prev** soft keys. Enter first and/or last name from the keypad. Press the **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  or the **Change** soft key to switch between Enabled and Disabled settings for the last four fields.
7. Press **Save** to confirm or **Cancel** to abandon the changes then press the  key to return to the idle display.


### To search for a particular contact:

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




### To send a text message to a contact from the *Contact List* menu:

1. Press the **InstMsg** soft key.
2. See **Voice and Text Messaging** for further details.




## 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 *Directories* and *Contact List*.
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 *Directories* and *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 have two call appearances. This is useful if there is an active call and an incoming call arrives.

To answer the second call, press the down arrow key, and then you have the option to:

1. **Answer** this incoming call, the first call is automatically placed on Hold.
2. **Reject** the second incoming call.
3. **Forward** the incoming call to another extension.

*Place the second call on Hold in order to be able to use the up and down arrow keys to switch between calls.*

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\*. 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.

*\*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.*

---


## Voicemail and Voice and Text Messaging

Users can send and receive both Voice\* and Text messages on the phone. Received messages may be indicated by visual notification on the display and the three LEDs flashing red.


SIP Instant (Text) Messaging is supported in real-time. Users can send and receive text messages using the phone.

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 read text messages:

1. Press  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.

### To send a text message:

1. Press  and select *Instant Messages*.
2. Press the **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 **Select** soft key to choose from various pre-scripted short messages.  
OR  
Press **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 **Send** when finished.

### To listen to voice messages:

1. Press  and select *Features* and *Messages*.
2. Select *Message Center*\*†.
3. 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.
4. Follow voice prompts to listen to messages.

*\*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.*

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## 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.

To set a distinctive ring for a local contact:

1. Press , select *Directories* 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  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.

*This feature is local to the phone, and may be over-ridden by Server settings. Contact your System Administrator for more details.*

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## 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.

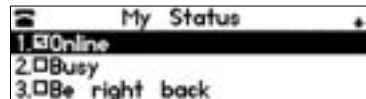
**To add or delete a contact from your buddy list, or block a contact:**

1. Press **Menu**, select *Directories*, 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 the *Watch Buddy* or *Block Buddy* fields.
4. Use the arrow keys or the **Change** soft key to switch between Enabled or Disabled status.
5. Press the **Save** soft key or **Exit** to abandon the change.

**To view and change Presence settings:**

1. Press **Menu** and select *Presence*.
2. Choose *My Status* to change your own status (online, busy, etc.). This affects information sent to watching phones. Presence information will also be sent to watching phones when the user goes off-hook or invokes Do Not Disturb. The *My Status* display can also be accessed by pressing the **MyStat** soft key from the idle display.
3. Choose *Buddy Status* to monitor the status of the contacts within your buddy list. This can also be accessed by pressing the **Buddies** soft key from the idle display.
4. Choose *Watcher List* to see which phones are currently monitoring your status. Press the **Block** soft key to block a watcher.
5. Choose *Blocked List* to see which phones you have blocked from monitoring your status. Press the **Unblock** soft key to unblock a contact.

The diagrams show a typical Buddy Status screen display of monitored phones and a My Status display.



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## Instant Messaging

See **Voicemail and Voice and Text Messaging**.

## Phone Restart

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

To restart the phone:

- Press Menu, Settings, Restart Phone, Yes.

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.*



# 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 “phone” 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 *System Status* and *Server Status* 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 telephone).
- Check that the switch or hub is operational (flashing link/status lights) or contact your System Administrator.
- Press  followed by *System Status* and *Network Statistics*. 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.

*L'Installation doit être exécutée conformément à tous les règlements nationaux applicable au filage électrique.*

### 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.

*La prise électrique à laquelle l'appareil est branché doit être installée près de l'équipement et doit toujours être facilement accessible.*

## Industry Canada (IC)

This Class [B] digital apparatus complies with Canadian ICES-003.

*Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.*

## CE and VCCI 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.

A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

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取扱説明書に従って正しい取り扱いをして下さい。



정보통신기기 인증서  
Certificate of Information and Communication Equipment

인증 유형	정보통신기기등록제
Certification Type	From Approval (RIS) Registration
제출 회사 이름	POLYCOM INC.
Trade Name of Applicant	
기기 이름	IP SoundStation
Equipment Name	
기기 모델 번호	SoundStation IP 4000, SoundStation IP 4000 Class IP Conference Station 7500, Class IP Conference Station 7500
Model Number of Equipment	
인증 번호	10-00000000-00000
Certification No.	
제출국 이름과 국가	POLYCOM INC./USA
Manufacturer and Country of Origin	
인증 일자	2004/1/26 (2004/01/26)
Date of Certification	
기타	

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It is certified that foregoing equipment has been certified under the provisions of the Regulations on Certification of Information and Communication Equipment.

2004/1/26 (2004/01/26)  
정보통신부장  
Director General of Radio Research Laboratory  
Ministry of Information and Communication  
Republic of Korea

## **Polycom Limited Warranty and Limitation Liability**

LIMITED WARRANTY. Polycom warrants to the end user ("Customer") that this product is expected to be free from defects in workmanship and materials, under normal use and service, for one year from the date of purchase from Polycom or its authorized reseller.

Polycom's sole obligation under this express warranty is at Polycom's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options are reasonably available, Polycom may, on its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of Polycom. Replacement products or parts may be new or reconditioned.

Polycom is expected to warrant any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer.

Products returned to Polycom must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to Polycom until the returned item is received by Polycom. The repaired or replaced item will be shipped to Customer, at Polycom's expense, not later than thirty (30) days after Polycom receives the defective product, and Polycom will retain risk of loss or damage until the item is delivered to Customer.

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Polycom will not be liable under this limited warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist or results from:

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- Unauthorized product modification or alteration.
- Unauthorized use of common carrier communication services accessed through the product.
- Abuse, misuse, negligent acts or omissions of Customer and persons under Customer's control; or
- Acts of third parties, acts of God, accident, fire, lightening, power surges or outages, or other hazards.

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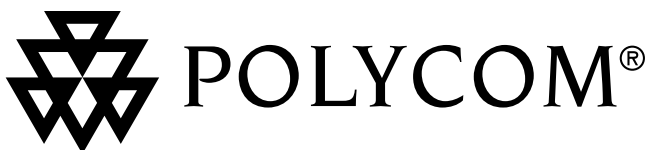
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