PLEASE READ

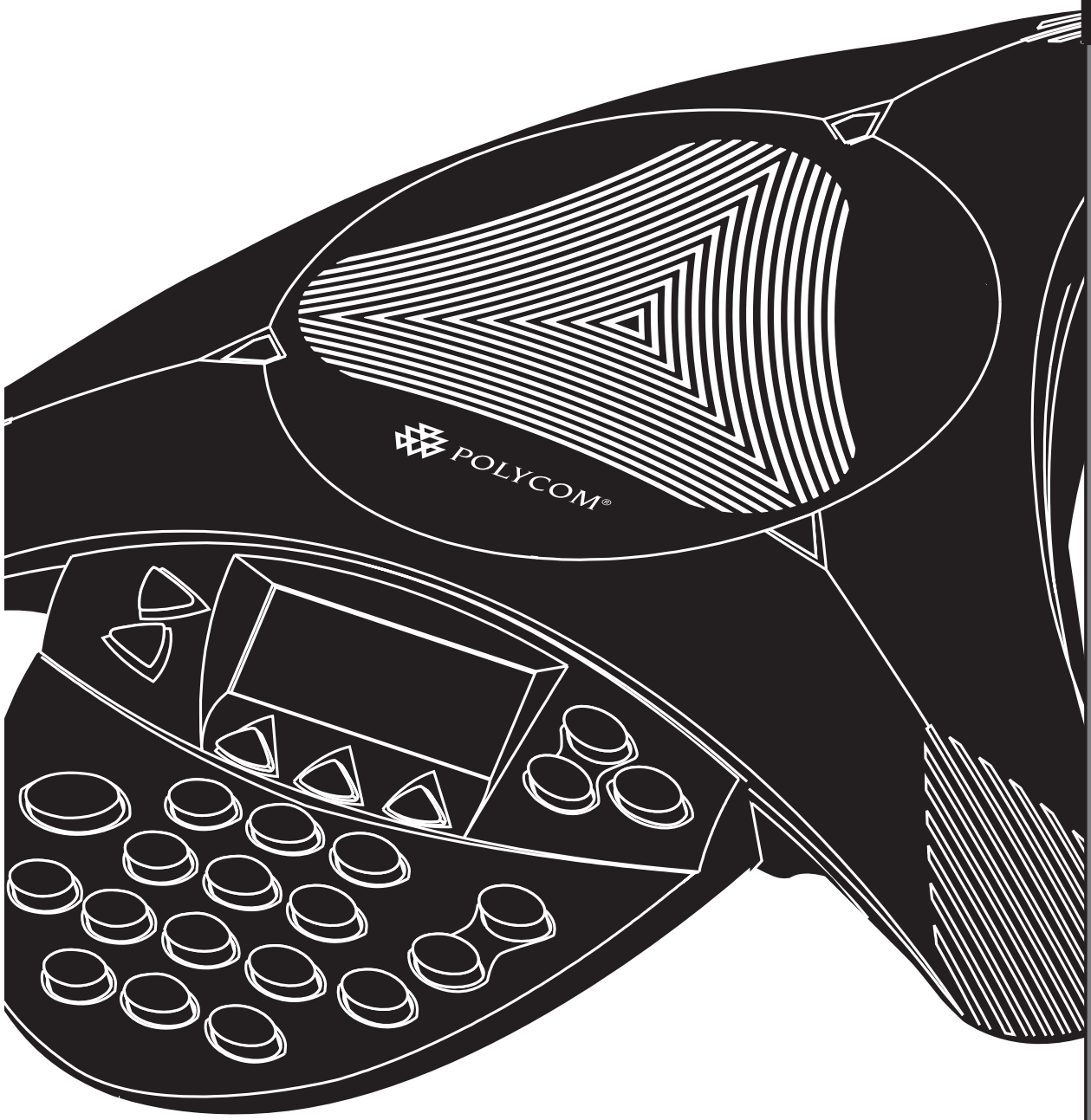
This user manual is from the manufacturer — **Jive Communications may not support some features discussed in this document**.

Please see our online documentation or contact us for a complete list of supported features.

Thanks for choosing Jive!

POLYCOM®

User Guide
SoundStation® IP 4000 SIP 3.0



January, 2008

SoundStation® IP 4000 SIP

USER GUIDE

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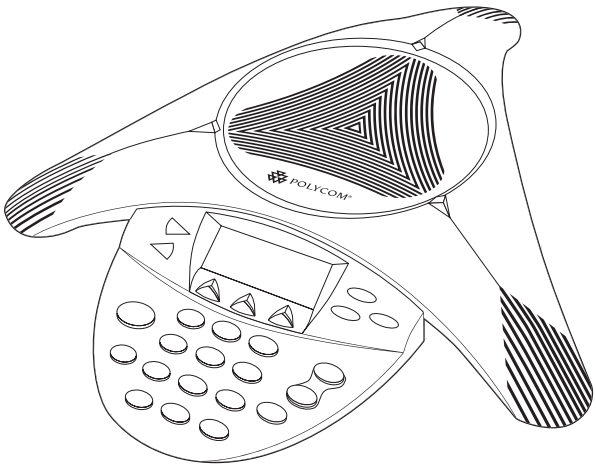
Introduction

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.

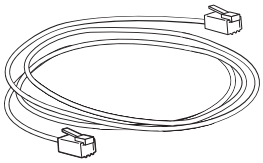
Parts List

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.

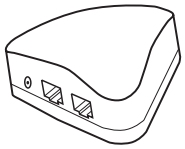
Polycom SoundStation® IP 4000 SIP



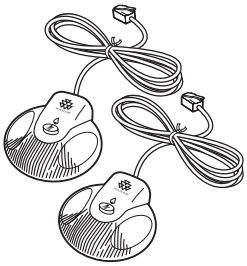
Network Cable



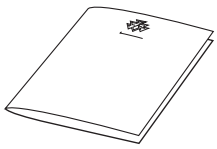
Power Interface Module



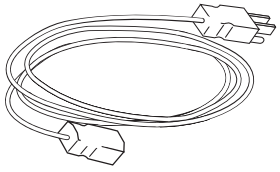
External Microphones (optional)



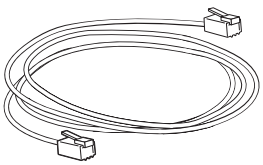
Quick Start Guide



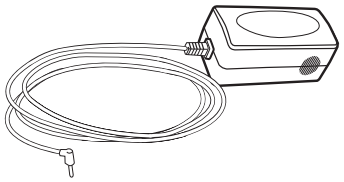
Power Cord



Console Cable



Power Adapter



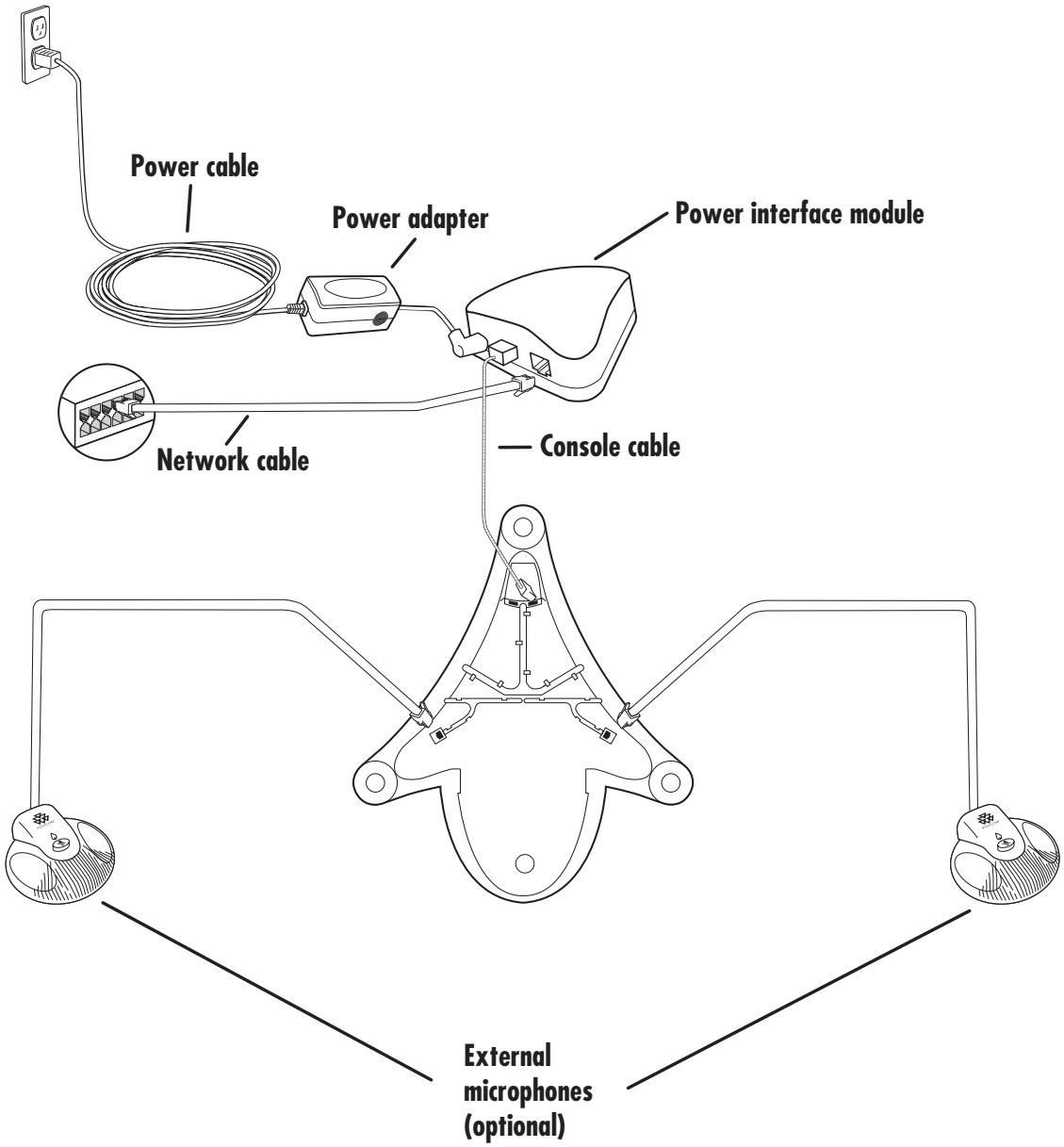
Installing SoundStation® IP 4000 SIP

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.

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.

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.

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

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.

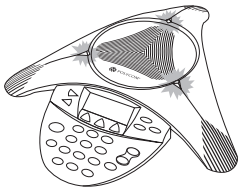
Users also have the option to dial directly from the dial pad without first getting dial tone. Simply enter the number then press the key or press the **Dial** soft key.

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

To obtain the IP address of your phone, press Menu followed by Status, Platform and Phone. The IP address is listed together with other phone information.

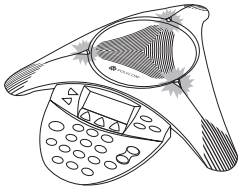
Answering a Call

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.

Ending the call on the conference originator's phone will not end the conference, the other two parties can continue to talk

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 **Trnsfer** 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 **Trnsfer** soft key again or hang up to complete the transfer.

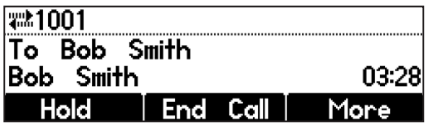
This can be done as soon as the ringback sound is heard or you can wait until the third party answers and talk to them before completing the transfer. Press the **Split** soft key to put the first call on hold and keep the second call as the active call.

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 Redial to place a call to the last dialed number.

To redial another previously dialed number, press the Menu 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.

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.

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 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 Menu.
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 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 *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 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 *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 Menu or the **Exit** soft key to return to the idle display.

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

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 Menu. Select *Features* followed by *Call Lists,* and *Missed, Received,* or *Placed Calls* as desired. Call information will be displayed.

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

Choose:

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

Press the Exit key to return to the idle display.

Contact Directory

In addition to a directory of missed, placed, or received calls, large number of contacts in your phone's local contact directory. Contact your system administrator for the exact number.

> *Contacts can be easily added from Call Lists. See* **Call Lists** *for more information.*

You may have read access to portions of your corporate directory through your phone. The contacts that you can see are determined by your system administrator. You can add contacts from the corporate directory to your local contact directory

You can dial or search for a contact in this directory. You may be able to add, edit, and delete contacts.

To add or edit a contact:

1. Press Menu, select *Features* and *Contact Directory*.
2. Press **Add** to enter another contact into the phone's database or highlight an existing entry then press **Edit**.
3. 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. Press the **Encoding** soft key to access special characters in other languages.
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 Exit key to return to the idle display.

To search for a particular contact:

1. Press **More** and then **Search** from the *Contact Directory* 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 search for a particular contact in the corporate directory:

1. Press Menu, select *Features*.
2. Select *Corporate Directory*.
3. Search for the contact in one of the following ways:
   - **a** Use to scroll through the list to find the contact.
     You can also use the * key to Page Up and the # key to Page Down.
   - **b** Press the Search soft key, then enter the first few letters or numbers of the first name, last name, or any other parameter displayed in the list.

     Press the **Submit** soft key.
   - **c** Using the dial pad, enter the first few characters of the contacts's last name.
     The characters that you enter appear on the second line of the graphic display.

   The entries whose last name begin with the characters that you entered (or are alphabetically next to the characters that you entered) appear on the graphic display.

Add Contacts From Corporate Directory:

1. Press Menu, select *Features*.
2. Select Corporate Directory.
3. Search for the contact. (See **To search for a particular contact in the corporate directory**, on previous page.)
4. Press the View soft key. The contact's information appears on the graphic display.

5. Press the Save soft key to save the contact in the local contact directory.

   "Entry saved" appears on the graphic display. Only the first name, last name, and phone number are saved.

   If the contact already exists in the contact directory, "Entry already exists" appears.

6. Press Menu or the **Exit** soft key repeatedly to return to the idle display.

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 Menu, 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 Exit to abandon the change then press Exit to return to the idle display.

To remove a Speed Dial entry:

1. Press Menu, select *Features, Contact Directory.*
2. Scroll to the desired entry and press **Edit**.
3. Delete the Speed Dial Index number using the v and then the **Delete** soft keys.
4. Press **Save** and Exit 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 v 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.

**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 Menu 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.

**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 configure this option.

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 Menu and select *Settings, Basic, Preferences, Language.*
2. Scroll through the list of available languages and press the 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 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 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 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 Menu and select *Features, Messages, 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.

Presence / Status / Buddy Lists

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

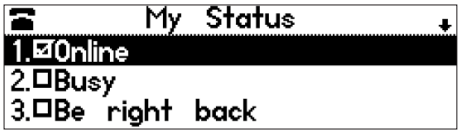
Live interaction within a pool of phones is possible by monitoring the "presence" of the parties involved.

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 *Features, 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 to switch between Enabled or Disabled status.
5. Press the **Save** soft key or 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 abd 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*.
2. Press **More**.
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 Menu 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 Menu 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.

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 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.

VCCI

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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。

RRL

사용자 안내문 (B급 기기)

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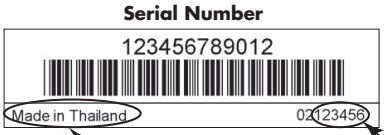
Manufacturer: Polycom Inc.
Manufacturing Location: Celestica Thailand

Serial Number



Country of Origin:

Date Code Definition for the Date: April 05, 2004 = 04052004 => 120596

Month (MM):	First Two Digits:	04 + 8 = 12
Day (DD) :	Second Two Digits:	05 + 0 = 05
Year (YY) :	Third Two Digits:	2004 - 8 = 1996 => 96

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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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