



## SoundStation® IP 4000

### Quick User Guide

Basic Phone Features  
Customizing Your Phone



Applies to phones running SIP 2.0 or later.

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

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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 turn call forwarding on:**

1. Press the **Forward** soft key from the phone's idle display or press  and select **Features**, and then **Forward**.
2. Enter a number to forward all future calls to.
3. Press the **Enable** soft key to confirm Call Forwarding. A moving arrow icon appears for that line to confirm Call Forwarding is enabled.

**To turn call forwarding off:**

1. Press the **Forward** soft key from the phone's idle display or press  and select **Features**, and then **Forward**.
2. 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  button to redial the most recently dialed number.

