Polycom SoundStation IP 4000 Quick Guide

Conference rooms and offices at Penn may be equipped with the Polycom SoundStation IP 4000, a conference speakerphone that allows you to speak naturally from up to 10-feet away. The Polycom 4000 runs over PennNet Phone, ISC’s telephone service that uses VoIP (Voice over IP) technology.

**Placing a call**
- Press the Phone icon and dial the number or
- Dial the number first, and then press the Phone icon or the Dial softkey.

**Answering a call**
Press the Phone icon or the Answer softkey.

**Ending a call**
Press the Phone icon or press the EndCall softkey.

**Placing a call on hold**
During a call, press the Hold softkey: the LED will blink red to indicate the call is on hold. To return to the call, press the Resume softkey.

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

To transfer a call without speaking to the second party, use the Blind softkey.

To cancel a transfer, press the Cancel softkey. The original call is resumed.

**Initiating three-way conference calls**
1. Dial the first party.
2. Press the Confrc softkey to create a new call (the active call is placed on hold).
3. Dial the second party.
4. When the second party answers, press the Confrc softkey again to join all parties in the conference.

To separate or split the conference call into two calls on hold, press the Split softkey.

To create a conference call at anytime between an active call and a call that is on hold (on the same line or another line), press the Join softkey.

**Activating do not disturb**
Press the Menu icon, select Features, and then press the Select icon to toggle Do Not Disturb on and off. A flashing icon and text on the display confirm that Do Not Disturb is enabled. The phone will not ring when Do Not Disturb is turned on.

**Using call history directories**
Press the Menu icon, select Features > Call Lists > Missed, Received, or Placed Calls, as desired. Information on respective calls will be displayed. Choose the appropriate softkey:
- Edit to amend the contact number before dialing.
- Dial to place the call.
- Info to view detailed call information.
- Save to store the contact to the Contact Directory.
- Clear to delete the call from the list.
- Exit to return to the idle display

**Changing ring types**
To change the incoming ring tone for the phone:
1. Press the Menu icon, select Settings > Basic > Ring Type.
2. Using the scrolling icons, highlight the desired ring type.
   Press the Play softkey to hear the selected ring type.
3. Press the Select icon to change to the selected ring type.
4. Press the Exit icon to return to the idle display.

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

**LED indicators**
The LEDs located on the top of the phone indicate the current call 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.
- Blinking red - You have placed the call on hold.

**Power cycling or rebooting**
When power is lost, the phone will automatically perform a soft reboot (power cycle or reboot itself to restore system settings). To perform a hard reboot (manually reboot the phone):
1. Unplug the Ethernet cable and the electrical cord.
2. Plug back in the electrical cord and wait until the phone screen displays “waiting for network to initialize,” then plug back in the Ethernet cable.
3. The reboot takes about 2 minutes. You will hear a confirmation chime when the set is back online.

**Keys**

Getting help
To report repairs or problems with your Polycom SoundStation phone, contact your Local Support Provider: [http://www.upenn.edu/computing/view/support/](http://www.upenn.edu/computing/view/support/)