

# Polycom IP 450 Phone User Guide

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<b>SCHEMA</b>
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<b>ref.</b>	<b>ELEMENT</b>	<b>DESCRIPTION</b>
1	LED “new messages”	indicates one or more new voice mail messages
2	individual multi-colour LEDs display	<ul style="list-style-type: none"> <li>• solid green: active call in progress</li> </ul>

		<ul style="list-style-type: none"> <li>fast flashing green: incoming (outgoing) call</li> <li>flashing red: call on hold</li> <li>red: line busy (shared lines)</li> </ul>
3	line/speed dial key	to activate the lines or speed dial that can be assigned to your phone
4	arrow keys	scroll through displayed information or option
		select a field of displayed data
5	speaker-phone	allow for hands-free communication during calls
6	feature keys	
		access features of your phone
		access voice messages
		dials most recently dialed party
7	microphone mute	mutes audio transmission during calls and conference
8	hands-free microphone	picks up audio during hands-free calls
9	volume keys	adjust the volume of the handset, headset, speaker, and ringer
10	dial pad	provides the 10 digits, star key, the alphabetic characters, and special characters available in context-sensitive applications
11	headset	allow you to place and receive calls through an headset (optionally)
12	hold	holds an active call or resumes an held call
13	speakers	for ringer and hands-free audio output
14	software keys	automatically labeled to identify their context-sensitive functions
15	graphic display	shows information about calls/messages/soft-keys/time/services
16	hook-switch	

## BASIC PHONE FEATURES

### PLACING CALLS

#### Using the handset:

- enter the number, pick up the handset (if your phone has more than one line, pick up the handset, dial the number and select the desired line).

#### Using the speaker-phone, with the handset on-hook:

- press **New Call**, dial the number then press **Dial** (if your phone has more than one line, press **New Call**, dial the number then press one of the assigned line keys)

OR

- dial the number, press **Dial** (if your phone has more than one line, dial the number then press one of the assigned line keys)

OR

- dial the number, press (the call will be automatically placed from the main line)

#### Using the optional headset, with the headset replaced :

- dial the number, press (the call will be automatically placed from the main line)
- OR
- press **New Call** then press , dial the number then press **Dial** (if your phone has more than one line, press **New Call** then press , select one of the assigned line keys then dial the number and finally press **Dial**)
- OR
- select one of the assigned line keys then press , dial the number and finally press **Dial**

*The engaged line key glows green.*

*During a call, you can alternate between modes by pressing the Headset or Speakerphone soft keys or picking up the handset .*

#### ANSWERING CALLS

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##### Using the speakerphone:

- press one of the following: , the flashing line key or the soft key **Answer**

##### Using the handset:

- pick up the handset

##### Using optional headset:

- press

*You can **ignore a call** by pressing **Reject**, the calling party receives a **busy** signal and the call will be forwarded to the voice mail (if enabled).*

#### ENDING CALLS

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- replace the handset
- OR
- Press **End Call**
- OR
- press , if you are using the hands-free speaker
- OR
- press , if you are using the headset

#### MUTING THE MICROPHONE

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- during a call, press

*The exclusion of the microphone is indicated by a little red light and an icon in the upper left side of the display. Mute applies to all modes. You can hear all the other parties while Mute is enabled, but the other parties cannot hear you.*

To turn off Mute, press again

#### HOLDING AND RESUMING CALLS

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- during a call, press

OR

- during a call, press **Hold**

*The line key flashes red. While the call is on hold, you can place another call and then answer the first call*

To **resume the call on hold**:

- press
- or
- press **Resume**
- or
- press the flashing line key

*The line key glows green again*

## **REDIALLING NUMBERS**

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To call the last number you dialled, press .

## **TRANSFERRING CALLS**

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To **transfer an ongoing call**:

1. during a call, press the **Transfer**. The active call is placed on hold
2. place a call to the party to whom you want to transfer the call, then press **Dial**
3. hold until your call is answered by the second party, then press the **Transfer** again
4. you can now replace the handset

**blind** transfer (the transfer is unannounced):

1. during a call, press **Transfer**. The active call is placed on hold
2. press **Blind**
3. enter the number of the party to whom you want to transfer the call
4. press **Dial**
5. you can now replace the handset

## **FORWARDING CALLS**

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You can redirect ALL incoming calls to another phone number

To **enable** call forwarding, select the forwarding type you want to enable – type A:

1. from the idle screen, press **Forward**
2. enter a number to forward calls to
3. press the **OK**

or - type B (if more than one line is configured):

1. select the line you wish to forward the call to
2. dial **999**, followed by the number you wish to forward the call to (e.g.: **9991234** to enable call forwarding to number 1234)
3. press **Dial**

*A voice message confirms that call forwarding is enabled*

To **disable** call forwarding - type A:

1. from the idle screen, press **Forward**
2. dial "0"
3. press **OK**

or - type B (if more than one line is configured):

1. select the key corresponding to the line you wish selezionare to disable call forwarding
2. dial 999 followed by 0 (e.g.: **9990** to disable call forwarding on the selected line)
3. press **OK**

*A voice message confirms that call forwarding is disabled*

*If multiple lines are configured on your phone, you will select type A if you wish to forward calls addressed to the main line only; you should select type B if you wish to redirect phone calls addressed to the second line.*

*When call forwarding has been completed successfully, a call forward icon , followed by the number to whom the call has been forwarded to, will appear on your phone display (the icon may appear with up to 30 seconds delay)*

## **SPEED DIALING**

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To quickly dial a contact, use the contact's speed dial index number, or press the contact's speed dial key

Using a speed dial index number:

- Press the Up arrow  , and then enter the contact's speed dial index number

To **add** or **edit** a speed dial index number for a contact see the section Customizing your phone

Using a speed dial key:

- press the contact's speed dial key (line key) on the top-right of the phone

To **assign** a speed dial key, press and hold an unassigned line key. Then enter the contact information and press the soft key **Save**

## **USING DO NOT DISTURB (DND)**

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To enable/disable Do Not Disturb (DND)

- press the soft key **DND**

or

- press  → **1. Features...** → **1. Do Not Disturb...**

If multiple lines are configured on your phone, DND can be enabled just on selected lines or on all lines:

- press **DND** (to enable or disable DND on all lines)

- to enable on a single line, select the line (using the arrow keys), press the **Select** soft key then press **Enable** or **Disable**

*When DND is enabled, flashes on the screen and the line appears engaged. If enabled, calls are forwarded to the Voicemail, or to the number set as “Call Forwarding on Busy” (this setting is accessible from the WEB only).*

*Note: if the phone is reset, all DND settings are disabled.*

*By using the first mode, DND will be enabled on all lines. The second mode must be used if you wish to enable on just one or more selected lines.*

## VOICEMAIL

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A voicemail icon on the phone screen, a flashing red line key, and a stutter dial tone in place of the normal dial tone indicate one or more new voice mail messages

e.g.: (1/3) → you have 3 messages, one is a new message

**To listen** to voice messages:

1. press (if multiple lines are configured on your phone, select the line to retrieve messages from)
2. follow the voice prompts

*The number of messages on your display is updated with up to 30 seconds delay, the tone and the flashing light are immediate.*

## VIEWING CALL LISTS

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Shortcuts:

- **missed** calls: down arrow
- **received** calls: left arrow
- **placed** calls: right arrow

Select a call from any list and do the following:

- to **place** a call press **Dial**
- to **change** the phone number before dialling, press **Edit**
- to **remove** the call from the list, press **More** → **Clear**
- to **store** the contact in your Contact Directory, press **More** → **Save**
- to **view** information about the call (date/time), press **More** → **Info**

OR:

- press → **1. Features...** → **5. Call Lists...** → **1. Missed Calls...** [**2. Received calls...** / **3. Placed calls...**]
- use the soft keys listed above

## THREE-PARTY CALLS

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You can add a third party to a conversation. During a call:

1. select the **Confrnc** soft key (the call is placed on hold);
2. call the second party (the communication is now with the second participant only)
3. press the **Confrnc** soft key again. You are currently in a conference call. The message **Active: Conference** is displayed on your phone screen.

To add another party, repeat this procedure.

Using the **Manage** soft key you can add a new party as well as mute, hold, or remove one of the participants. You can also view information about a selected party.

## UNIVERSITY DIRECTORY

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1. press **Directory**
2. select the voice **2. University Directory...**

Simple search:

3. type the search string (e.g.: first or last name)
4. press **Submit**
5. select the contact from the list and press or **Dial** to call

Advanced search:

3. press **AdvFind** → use fields First Name / Last Name / Phone to search by name/Surname/phone number
4. press **Submit**
5. select the desired contact from the list and press or **Dial** to call

## CUSTOMIZING YOUR PHONE

## CONTACT DIRECTORY

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**To add or edit a contact:**

1. press , then select **1. Features...** → **3. Contact Directory...**
2. to add a contact, press **More** and then **Add**. To edit a contact, scroll to the contact, and then press **Edit**. Adding or editing information about a contact require the Contact field as the only field required (the contact's phone number)
3. press **Save**.

When a new entry is added to the Contact Directory, it is automatically assigned the next available speed dial index and the next available line key.

**To search for a contact in the local contact directory:**

1. press , then select **1. Features...** → **3. Contact Directory...**
2. press **More** and then **Search**, complete the fields and press **Search** again.

**To add or edit a speed dial index:**

1. press **Directory** → **1.Contact Directory...**




2. highlight the contact with the arrow keys, then press the **Cancel** soft key
3. locate the item “Speed Dial Index:” and assign the desired index
4. press **Save** or **Cancel** to accept or cancel changes

## ADJUSTING SPEAKER AND RINGER VOLUME

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### To change the incoming ring tone:

During a call press, + or – 

### To change the ringer volume:

When the phone is in the idle state, press + or – 

*You can also prevent your phone from ringing (see the Using Do Not Disturb (DND) section) or you can choose a silent ring for your phone (see the Customizing ring tones section).*

## CUSTOMIZING RING TONES

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### To change the incoming ring tone:

1. press **Settings**, and then select **3. Settings...** → **1. Basic...** → **4. Ring Type...**
2. if the phone has multiple lines, select the line you wish to modify, then scroll to the ring type you want; to hear the ring type before you select it, press **Play**
3. press **Select**

### To set a ring tone for a contact:

1. press **Directory** → **1. Contact Directory...**
2. search for the contact (see the updating contact directory section)
3. press the soft key **Edit** and then scroll to **Ring Type**
4. enter a number that corresponds to the ring type you want
5. press the soft key **Save**

OR

1. press **Features**, then select **1. Features...** → **3. Contact Directory...**
2. search for the contact (see the To add or edit contact section)
3. press **Edit** and then scroll to **Ring Type:**
4. enter a number that corresponds to the ring type you want
5. press **Save**

## ON DEMAND SERVICES

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### CALL PICKUP GROUP

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To activate the call pickup group the head of the office must send each extension number of the call pickup group to the Phone office.

You can answer a call intended for a number in the same call pickup group.

**To answer a call** (for another user of the team):

1. pick up the phone
2. press **Group**

The call is still registered in the list of missed calls of the phone to which it was intended.

### LINE MONITORING

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The feature must be requested to Phone office specifying which telephone has to monitor which extension.

This feature allows to monitor other extensions status from your telephone.

A key line is associated with controlled line and a multicoloured LED indicate the state:

- flashing green for an incoming call which can be answered by pressing the line key
- red if the line is busy

### MEET-ME

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You have to book the conference room at the Phone office. Phone office will provide the number of the conference with its access code.

Multiple users can participate in the conference call by calling the assigned number and entering the access code.

**To join the conference:**

1. call the conference number
2. when requested enter the access code followed by the pound key (#)