# SoundPoint® IP 450
# Quick User Guide

Basic Phone Features

Customizing Your Phone

The content in this guide may vary depending on phone configuration. For detailed information please consult the SoundPoint IP 450 User Guide available at **www.polycom.com/support/voicedocumentation/**

## NAVIGATION
Scrolling:  ⊽ or ⊿
Step in/out of menus, toggle enabled/disabled: ◁ or ▷
Enter/Select: ⊘

## BASIC PHONE FEATURES

### PLACING A CALL

**Using the Handset:**
Pickup the handset and then dial the number.  Or dial the number first and then pick up the handset.

**Using the hands-free Speakerphone:**
With the handset on-hook, press 🔊, any assigned line key, or the **Newcall** soft key; then enter the number
                        - or -
Dial the number and press 🔊 or the **Send** soft key.

**Using the optional Headset:**
With the headset connected, press 🎧, any assigned line key, or the **Newcall** soft key.
                        - or -
Dial the number and then press 🎧.

*During a call, you can alternate between modes by pressing 🔊 or 🎧 or picking up the handset.*

## ANSWERING A CALL

**Handset:**  Pick up the handset.
**Speakerphone:**  Press 🔊, the line key, or the **Answer** soft key.
**Headset** (optional): Press 🎧.

*Incoming calls may be ignored by pressing the **Reject** soft key or [Do Not Disturb] during ringing.*

## ENDING A CALL

Press the **EndCall** soft key or the line key corresponding to the line or, depending on the call mode, press 🔊, 🎧 or hang up the handset.

## REDIAL

Press [Redial] to call the most recently dialed number.

## MICROPHONE MUTE

During a call press 🎤.  Mute applies to all modes.  You can hear all other parties while Mute is enabled but other parties cannot hear you.

To un-Mute, press 🎤 again.

## CALL HOLD AND RESUME

During a call press [Hold].

Press [Hold] again, the **Resume** soft key, or the line key to resume the call.

## LOCAL CONFERENCE CALLS

**To create a three-way local conference call:**
    Connect to the first party.
    Press the **Conf** soft key to create a new call (the active call is placed on hold).
    Place a call to the second party.
    When the second party answers, press the **Conf** soft key again to join all parties in the conference.

Conference Behavior:
    Placing the conference call on hold will place the other conference parties on hold.
    Pressing the **Split** soft key will split the conference call into two separate calls on hold.
    A conference may be created between an active call and a call on hold by pressing the **Join** soft key.

## DO NOT DISTURB (DND)

**To prevent your phone from ringing:**
Press [Menu] and then select **Features** > **Do Not Disturb**.  An icon appears for all lines to confirm that DND is enabled.  To disable DND, select **Do Not Disturb** again.

## CALL TRANSFER

    During a call, press the **Trnsfer** soft key (the active call is placed on hold).
    Place a call to the party to which you want to transfer the call.
    After speaking with the second party, press the **Trnsfer** soft key to complete the transfer.

*Press the **Blind** soft key to transfer the call without speaking to the second party.*

*Transfer can be cancelled during establishment by pressing the **Cancel** soft key.  The original call is resumed.*

## CALL FORWARDING

**To enable call forwarding:**
    Press the **Forward** soft key from the idle screen or press [Menu] and select **Features** > **Forward**.
    Select a Forwarding Type:  **Forward Always**, on **No Answer**, or on **Busy**.
    For all types, enter a number to forward calls to.
    For **No Answer**, enter the number of rings before forwarding.
    Press then **Enable** soft key to confirm Call Forwarding.  A moving arrow icon appears for that line.

**To disable call forwarding:**
Perform steps 1 and 2, but select **Disable**.

*Call forwarding is not available on shared lines.*

## CALL LISTS

From the idle screen, press ⊿ for Speed Dial, ⊽ for Received Calls, or ▷ for Placed Calls.  Or press [Menu] then select **Features** > **Calls Lists** > **Missed Calls**, **Received Calls**, or **Placed Calls**.

Call information will be displayed.

## CALL LISTS (continued)

From the Call Information screen, select:
>**Edit** to amend the contact number before dialing.
>**Dial** to place the call

Or press **More**, and select **Info**, **Save**, or **Clear**.

## VOICE MAIL

A voice mail icon on the screen, a flashing line key, and a stutter dial tone indicate one or more new voice mail messages.

### To listen to voice messages:
>Press Messages and then select **Message Center**.
>Press the **Connect** soft key and then follow the voice prompts.

## PHONE LOCK

Lock your phone with a user password to prevent unauthorized access.

### To lock the phone:
>Press Menu and then select **Phone** > **Settings** > **Lock Phone**.
>Choose to **Allow ringing when locked** or enable **DND when locked** for incoming calls.
>Press the **Lock** soft key to confirm.

### To unlock the phone:
>Press the **Unlock** soft key.
>Enter the password and press ✓.

## SPEED DIALING

To assign a speed dial index, see the **CONTACT DIRECTORY** section.  To dial a contact assigned to a line key, press the corresponding line key.

## CUSTOMIZING YOUR PHONE

## CONTACT DIRECTORY

### To add a contact in your local phone directory:
>Press Menu and then select **Features** > **Contact Directory**.
>Press the **More** soft key, and then the **Add** soft key.
>Enter the first and/or last name from the dial pad.
>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.

Enter a unique contact phone number (not already in directory).
Change the other fields as desired.
Press the **Save** soft key to confirm the changes, then press Menu twice to return to the idle screen.

*Contacts can be easily added from Call Lists.  For more information, see the CALL LISTS section.*

### To search for a contact:
>Press Menu and then select **Features** > **Contact Directory**.
>Press the **More** soft key, and then the **Search** soft key.
>Using the dial pad, enter the first few characters of the First or Last name.
>Press the **Search** soft key.  Dial successful matches from the results.

### To edit a contact:
>Search for contact (see above).
>Press the **Edit** soft key and make the necessary changes.
>Press the **Save** soft key to confirm the changes, then press Menu twice to return to the idle screen.

## VOLUME ADJUSTMENT

Press the ⊖—⊕ volume keys to adjust the call volume of the active mode.  Pressing these keys in the idle state adjusts the ringer volume.

*To conform to regulatory requirements, handset and headset volume will return to a preset level after each call, but the configuration can be changed by your system administrator.  Hands-free volume settings will be maintained across calls.*

## RING TYPE

You can select different rings to match your preferences and distinguish between calls on lines:

### To change the incoming ring:
>Press Menu and then select **Settings** > **Basic** > **Ring Type**.
>Scroll to highlight the desired ring type.  Press the **Play** soft key to hear the selected ring.
>Press the **Select** soft key to accept the highlighted ring type, and then press Menu to return to the idle screen.

*If you select Silent Ring, press the Line key or Answer soft key to answer incoming calls.*

## AUDIBLE RINGER

You can select the default alerting destination for incoming calls.

To change the audible ringer:
>Press Menu and then select **Settings** > **Basic** > **Preferences** > **Audible Ringer**.
>Scroll to highlight the desired alerting destination for incoming calls.
>Press the **Select** soft key to accept the highlighted destination, and then press Menu to return to the idle screen.

## DISTINCTIVE RINGING / CALL TREATMENT

You can set distinctive incoming ringing tones for different contacts in your local directory.

### To set a distinctive ring for a local contact:
>Press Menu and then select **Features** > **Contact Directory**.
>Search for the contact (see the **CONTACT DIRECTORY** section).
>Press the **Edit** soft key and scroll down to **Ring Type**.
>Using ◁ or ▷, select the desired ring tone.
>Press the **Save** soft key to accept the change and press Menu twice to return to the idle screen.

## HEADSET MEMORY MODE

For frequent or full-time headset users, there is an option to default all calls to the headset.

### To enable Headset Memory Mode:
>Press Menu and select Settings, followed by **Basic**, **Preferences**, **Headset**, and **Headset Memory**.
>Scroll down to **Enable** and press the **Select** soft key.

### To disable Headset Memory Mode:
Repeat steps 1 and 2 but select **Disable**.

### To activate the Headset Memory Mode (if enabled):
Press ◯ twice.