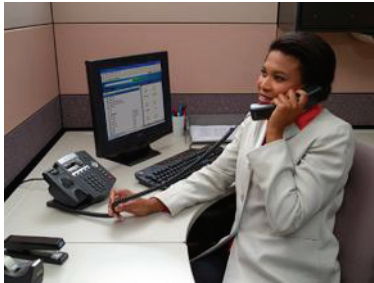# Polycom SoundPoint IP 450
## Quick User Guide

Basic Phone Features
Customizing Your Phone

Applies to phones running SIP 3.1 or later.

## BASIC PHONE FEATURES

### Placing Calls

**Using the handset:**

Pick up the handset, and then enter the phone number. Or, enter the phone number, and then pick up the handset.

**Using the speakerphone:**

- With the handset on-hook, press any assigned line key, or the **New Call** soft key. Then, enter the phone number.

or

- Enter the phone number, and then press the **Dial** soft key.

**Using the optional headset:**

- With the headset connected, press any assigned line key, or the **New Call** soft key. Then, press 🎧, and then enter the phone number.

or

- Enter the phone number, and then press 🎧.

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

### Answering Calls

**Using the handset:**
>> Pick up the handset.

**Using the speakerphone:**

>> Press one of the following: 🔊, the flashing line key, or the **Answer** soft key.

**Using the optional headset:**

>> Press 🎧.

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*You can ignore a call by pressing the **Reject** soft key.*

### Ending Calls

To end a call, press the **End Call** soft key. Or, depending on the mode you are using, press 🔊, 🎧, or replace the handset.

### Muting the Microphone

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

To turn off Mute, press 🎤 again.

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### Holding and Resuming Calls

During a call, press (Hold) or the **Hold** soft key. The line key flashes red.

To resume the call on hold, press one of the following: (Hold), the **Resume** soft key, or the line key. The line key glows green again.

### Redialing Numbers

To call the last number you dialed, press (Redial).

### Transferring Calls

**To transfer a call:**
1. During a call, press the **Trnsfer** soft key. The active call is placed on hold.
2. Place a call to the party to whom you want to transfer the call.
3. When you hear the ring-back sound or after you speak with the second party, press the **Trnsfer** soft key.

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*You can automatically transfer the call without speaking to the second party. After you complete step 1, press the **Blind** soft key. Then, complete step 2.*

### Forwarding Calls*

**To enable call forwarding:**
1. From the idle screen, press the **Forward** soft key.†
2. Select the forwarding type you want to enable (**Always**—To forward all incoming calls; **No Answer**—To forward all unanswered incoming calls; **Busy**—To forward calls that arrive when you are already in a call).

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3. Enter a number to forward calls to.
4. Press the **Enable** soft key.

**To disable call forwarding:**
1. From the idle screen, press the **Forward** soft key.†
2. Select the forwarding type to disable.
3. Press the **Disable** soft key.

### Speed Dialing

To quickly dial a contact, use the contact's speed dial index number, or press the contact's speed dial key (if available).

**Using a speed dial key:**
>> Press the contact's speed dial key on the top-right of the phone.

**Using a speed dial index number:**
>> Press the **Up** arrow, and then enter the contact's speed dial index number.

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

*To add or edit a speed dial index number for a contact, update the contact's Speed Dial Index field in the Contact Directory. See Updating Contact Directory.*

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*.Your company's settings may override this feature. If you have a shared line, call forwarding is not available.
†.If your phone has multiple lines, you will have to select the line for which to enable or disable call forwarding after you press the Forward soft key.

7.14.22

## Using Do Not Disturb[‡]

You can prevent your phone from ringing.

**To enable or disable Do Not Disturb:**

**>>** Press ⌷Menu⌷, and then select **Features** > **Do Not Disturb**.

When Do Not Disturb is enabled, ☐ and ☒ flash on the screen.

## Hosting Conference Calls[**]

**To host a conference:**

1. Call the first party.
2. After the first party answers, press the **Confrnc** soft key. The active call is placed on hold.
3. Place a call to the second party.
4. When the second party answers, press the **Confrnc** soft key. All parties are now joined in the conference.

You can do the following:

- To put the conference on hold, press the **Hold** soft key. To resume the conference, press the **Resume** soft key.
- To end the conference, press the **End Call** soft key. The other parties remain connected.
- To split the conference into two calls on hold, press the **Split** soft key.

> *If you have an active call and a call on hold, you can create a conference by pressing the **Join** soft key.*

## Listening to Voice Mail[††]

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

‡.Your company's settings may override this feature.
**.Conferencing is an optional feature that your system administrator sets up. Options may vary.
††.Voice mail is a call platform dependant feature. Options may vary.

**To listen to voice messages:**

1. Press ⌷Messages⌷, and then select **Message Center**.
2. Press the **Connect** soft key, and then follow the voice prompts.

## Viewing Call Lists

**To view a call list:**

**>>** Press ⌷Menu⌷, and then select **Features** > **Call Lists** > **Missed Calls**, **Received Calls**, or **Placed Calls**.

You can select a call from any list and do the following:

- To place a call, press the **Dial** soft key.
- To change the phone number before dialing, press the **Edit** soft key.
- To remove the call from the list, press the **Clear** soft key.
- To store the contact in your Contact Directory, press the **Save** soft key.
- To view information about the call, press the **Info** soft key.

# CUSTOMIZING YOUR PHONE

## Updating Contact Directory

**To add or edit a contact:**

1. Press ⌷Menu⌷, and then select **Features** > **Contact Directory**.
2. To add a contact, press the **Add** soft key. To edit a contact, scroll to the contact, and then press the **Edit** soft key.
3. Add or edit the contact information. The only required field is the **Contact** field (the contact's phone number).
4. Press the **Save** soft key.

> *You can also add contacts to your Contact Directory from call lists (see Viewing Call Lists).*

**To search for a contact:**

1. Press ⌷Menu⌷, and then select **Features** > **Contact Directory**.
2. Press the **Search** soft key. Then, enter search criteria, and then press the **Search** soft key again.

## Adjusting Speaker and Ringer Volume

**To change the speaker volume:**

**>>** During a call, press ⊂⊃━⊂⊃+.

**To change the ringer volume:**

**>>** When the phone is in the idle state, press ⊂⊃━⊂⊃+.

> *You can also prevent your phone from ringing (see Using Do Not Disturb), or you can choose a silent ring for your phone (see Updating Ring Tones).*

## Updating Ring Tones[‡‡]

You can change the incoming ring tone, as well as set distinct ring tones for contacts.

**To change the incoming ring tone:**

1. Press ⌷Menu⌷, and then select **Settings** > **Basic** > **Ring Type**.
2. Scroll to the ring type you want. To hear the ring type before you select it, press the **Play** soft key.
3. Press the **Select** soft key.

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

1. Press ⌷Menu⌷, and then select **Features** > **Contact Directory**.
2. Search for the contact (see *Updating Contact Directory*).
3. Press the **Edit** soft key, and then scroll to **Ring Type**.

‡‡.Your company's settings may not allow you to set unique ring tones for contacts.

4. Enter a number that corresponds to the ring type you want. (To exit the screen and find the number associated with a ring type, press ⌷Menu⌷ twice, and then select **Settings** > **Basic** > **Ring Type**.)
5. Press the **Save** soft key.

## Using Headset Memory Mode

You can set up your phone so that all calls automatically go to your headset.

**To use Headset Memory Mode:**

1. Press ⌷Menu⌷, and then select **Settings** > **Basic** > **Preferences** > **Headset** > **Headset Memory**.
2. Scroll to **Enabled**, and then press the **Select** soft key.
3. Activate Headset Memory Mode by pressing 🎧 twice. When Headset Memory Mode is activated, the headset icon, 🎧, displays on the screen.

All calls will now go to your headset, unless you switch to handset or speakerphone mode. To activate Headset Memory Mode again, repeat step 3.

To disable Headset Memory Mode, repeat steps 1 to 3, but select **Disabled** in step 2.