

# User Guide

## Polycom IP 450

# Content

## Phone overview

## Basic telephony features

- How to place a call
- How to answer a call
- How to terminate a call
- How to redial a number
- How to mute a call
- How to set a call on hold
- How to transfer a call
- How to make conference calls

## Phone preferences

- How to change the ring tone
- How to set the language
- How to adjust the volume

## Voicemail & Call history

- How to listen to your voicemail
- How to consult the call history
- How to clear call history

## Contacts management

- How to add a contact
- How to edit a contact
- How to delete a contact
- How to search a contact
- Corporate Directory

## Various

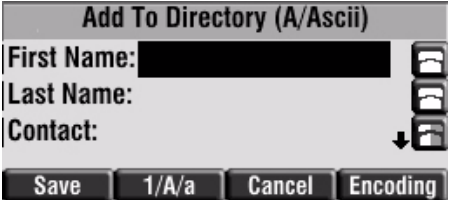
- Idle display
- How to reboot your phone
- How to reset your phone

# Contacts management

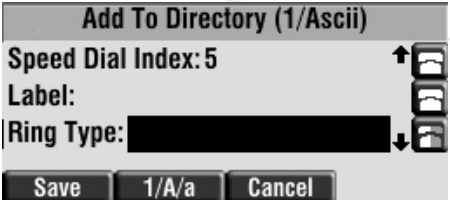
- How to add a contact?

1. *Manual* add-on

- Press **Menu**
- Select **Features > Contact Directory**.
- Press the **More** soft key.
- Press the **Add** soft key.
- Enter first and/or last **name** of the contact from the keypad.
- Enter a contact **number**
- **Options :**
  - change the **speed dial** index
  - Change the **ring type**
- press the **Save** soft key
- Press **Menu** to return to idle screen

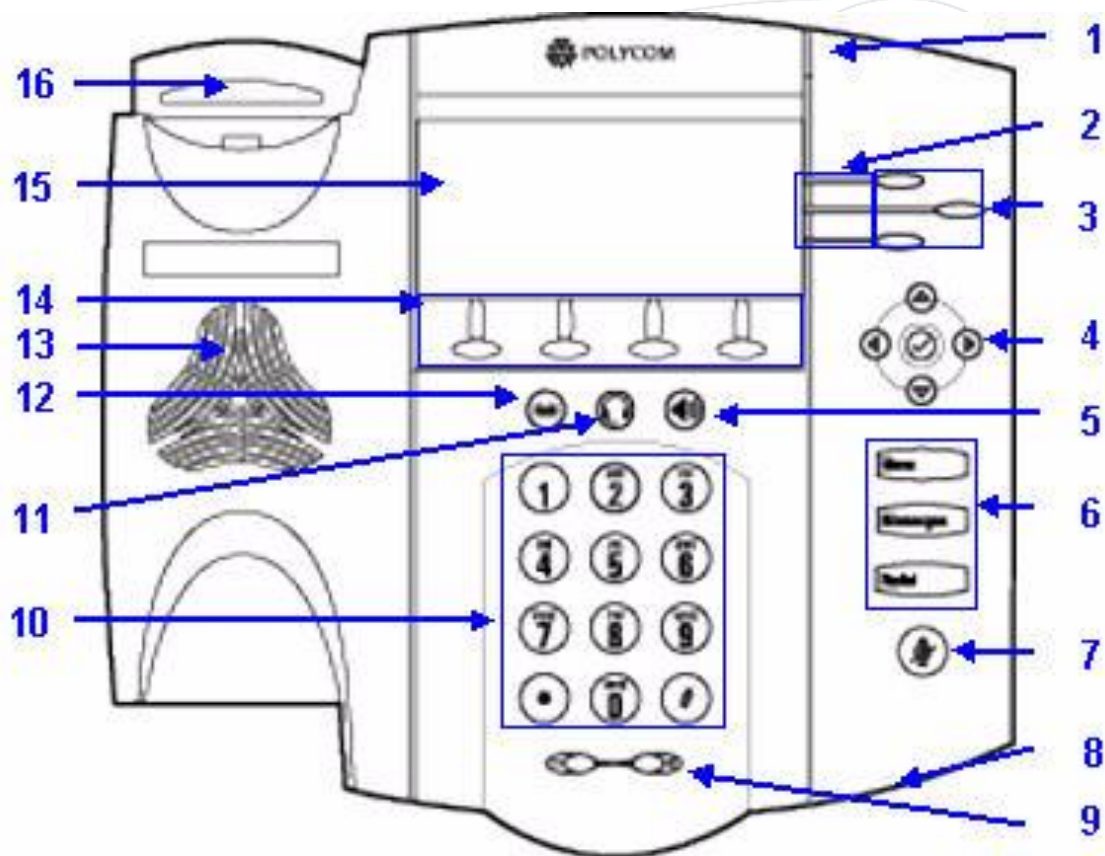


A screenshot of a mobile phone's 'Add To Directory (A/Ascii)' screen. The screen has a light gray background with black text. At the top, it says 'Add To Directory (A/Ascii)'. Below this, there are three input fields: 'First Name:' followed by a blacked-out box, 'Last Name:' followed by a blacked-out box, and 'Contact:' followed by a blacked-out box. To the right of each input field is a small icon of a document with a plus sign. At the bottom of the screen, there are four buttons: 'Save', '1/A/a', 'Cancel', and 'Encoding'.



A screenshot of a mobile phone's 'Add To Directory (1/Ascii)' screen. The screen has a light gray background with black text. At the top, it says 'Add To Directory (1/Ascii)'. Below this, there are three input fields: 'Speed Dial Index: 5' with an up arrow icon to its right, 'Label:' followed by a blacked-out box, and 'Ring Type:' followed by a blacked-out box. To the right of each input field is a small icon of a document with a plus sign. At the bottom of the screen, there are three buttons: 'Save', '1/A/a', and 'Cancel'.

# Polycom IP 450 : phone overview



- 1 : Message waiting indicator
- 2 : Line indicators
- 3 : Line/Speed dial key
- 4 : Arrow keys
- 5 : Speakerphone
- 6 : Feature keys
- 7 : Microphone mute
- 8 : Handsfree microphone
- 9 : Volume keys
- 10 : Dial pad
- 11 : Headset
- 12 : Hold
- 13 : Speaker
- 14 : Soft keys
- 15 : Graphic displays
- 16 : Hook switch

# Basic telephony features

- How to place a call?

- Using the **handset**:

1. **Type** the number on keypad
2. Press the **Dial** button
3. **Pick-up** the handset

- Using the **speaker**:

1. **Type** the number on keypad
2. Press the **Speaker** button
3. Press the **Dial** button

OR

1. **Pick-up** the handset
2. **Type** the number
3. Push the **Send** soft key

OR

1. Press the **Speaker** button
2. **Type** the number
3. Push the **Send** soft key

Note :

- ➔ You must add a « 0 » before any external number
- ➔ Emergency numbers can be dialed without any preceding « 0 » (100, 110,...)

# Basic telephony features (2)

- How to answer a call?

- Using the **handset**:
    - **Pick-up** the handset
  - Using the **speaker**:
    - Press the **Speaker** button
    - Press the **Answer** soft key
- OR

Note :

- ➔ These steps apply when the called party is NOT in another call

- How to end a call?

- Press the **End call** soft key
  - **Replace** the handset
  - Press the **Speaker** button if in handsfree speakerphone mode
- OR

- How to redial a call?

- Press twice the **Redial** button

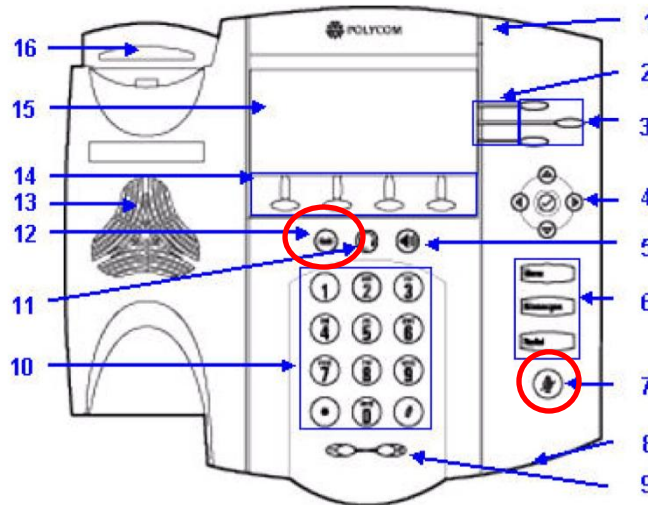
# Basic telephony features (3)

## • How to mute a call?

- Press the **Mute** button (7) The microphone is muted (with the handset and in handsfree state)

## • How to set a call on hold?

- Press the **Hold** button. (12) *Music is played to the caller.*
- To retrieve call press **Hold** again



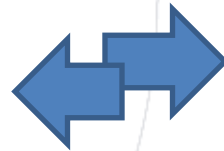
# Basic telephony features (4)

- How to transfer a call?

2 options

## Blind transfer (1)

You transfer the call without speaking to the third person and you “forget” the call



## Warm / Attended transfer (2)

You first speak to the third person before transferring the call.



# Basic telephony features (5)

- How to do a Warm transfer?

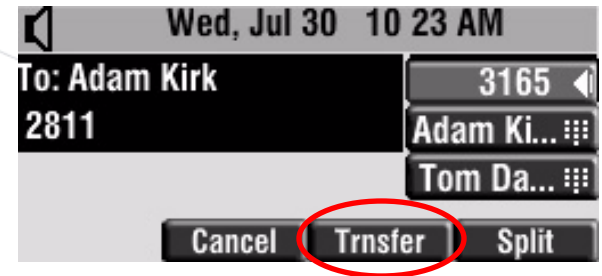
Press the **Trnsfer** soft key during call  
*The active call is set on hold*

- Enter **extension** to transfer to
- Press **Send** soft key

*When 3<sup>rd</sup> party answers:*  
Press the **Trnsfer** soft key

What the 3<sup>rd</sup> party sees :

- when you talk to 3rd party: 3rd party sees your extension
- when the call is transferred: 3rd party sees initial caller ID \*



\* Feature dependent of configuration

# Basic telephony features (6)

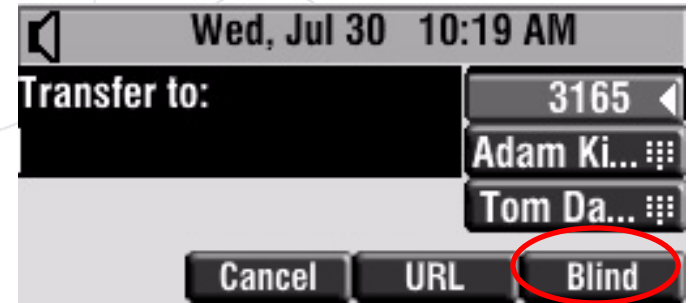
- How to Blind transfer a call?

Press the **Transfer** soft key during call  
*The active call is set on hold*

Press the **Blind** soft key

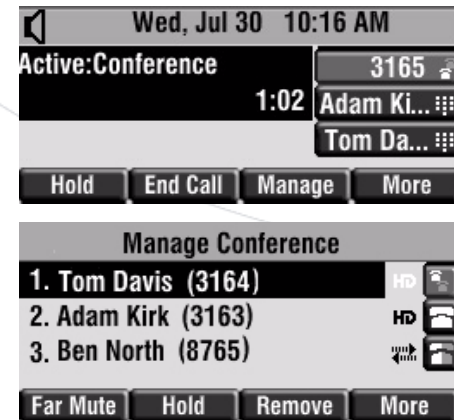
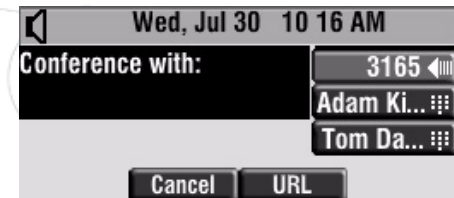
- Enter **extension** to transfer to
- Press the **Send** soft key

3<sup>rd</sup> party sees : initial caller ID



# Basic telephony features (7)

- How to make conference calls with 4 people?
  - Initiate a 4-party conference call directly via your phone.
    1. Call the first person
    2. During the call, press the **Confnc** soft key to create a new call.(the actual call is on hold)
    3. Call the second person.
    4. When the 2<sup>nd</sup> person answers, press the **More** soft key and then then the **Confnc** soft key to join all parties in the conference
    5. Repeat step 4 to call last party
  - The phone screen displays all participants (conference call management feature)
  - To end the conference, press the **EndCall** soft key button. The other participants remain connected



# Phone preferences

- How to change the ringtone?
  - Press on **Menu** (6)
  - By using the **arrows**, go to “Settings”
  - Select “settings” by pressing the **v** button (in the middle of the arrows)
  - Select “Basic” by pressing the **v** button
  - Go to “Ring Type” by using the **arrows**
  - Select “Ring Type” by pressing the **v** button
  - With the arrows, **navigate** through the different ring types and play/select the ringtones
  - Press the **Select** soft key to validate your choice
  - Press **Menu** to return to idle screen



## Phone preferences (2)

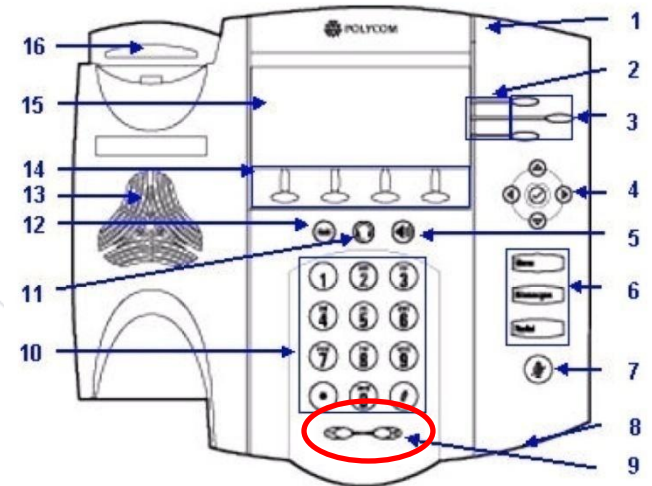
- How to change the language?
  - Press **Menu** (6)
  - By using the **arrows**, go to “Settings”
  - Select “settings” by pressing the **v** button (in the middle of the arrows)
  - Select “Basic” by pressing the **v** button
  - Go to “Language” by using the arrows
  - Press the **Select** soft key to confirm your choice
  - The text that appears on the graphic display will change to the language of your choice



# Phone preferences (3)



- How to adjust the volume?

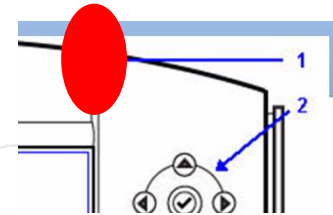
- Press the **volume keys** (9)
- If phone in idle state → ring tone volume adjusts
- If during call → voice volume adjusts



# Voicemail & Call history

- How to listen to your VoiceMails?

- Everyone has his own voicemail service \*
- Works like GSM voicemail
- Red (LED) light flashing on top right corner? New voicemail is in !
- Little envelope on screen? New voicemail is in ! 
- If configured, voice mail also sent via email
- You can listen your voicemail via the **Message** Button 
  - Choose Message Center via the softbutton **Select**
  - You see the status of messages (New & Old)
  - Press **Connect** to go directly to your Voicemail



\* Feature availability dependent of configuration

# Voicemails & Call history (2)

- How to consult your Call history?

## Received calls

- Press **Menu (6) > Features > Call Lists > Received Calls**
- Press the **Callers** soft key (you may need to navigate using the **More** soft key) \*

## Placed calls

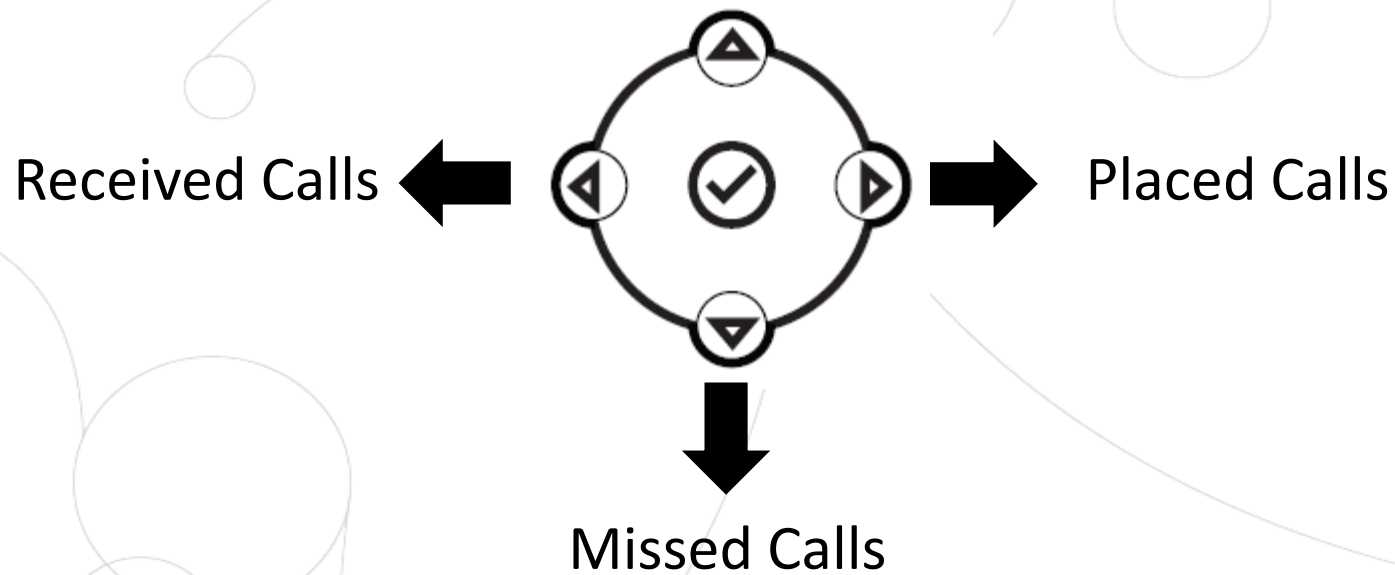
- Press **Menu (6) > Features > Call Lists > Placed Calls**
- Press **Dial**

\* May not be available depending on the phone configuration



# Voicemails & Call history (3)

- Other way to consult the Call history



# Contact management

- The phone has a local Contact Directory
  - *It can be that your phone is configured to always replace contacts from Contact Directory by the extensions on the PBX. On latest implementations (Fusion v.2+, Belgacom Unify v.2+,..) local contacts are kept by default*
  - Add a contact
  - Edit a contact
  - Speed dial
  - Search
- Corporate directory: lookup on PBX \*

\* Feature availability dependent of configuration.

# Contacts management (2)

- How to add a contact?

2. Add contact from *call lists*

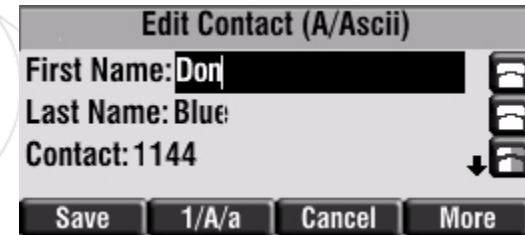
- Press Menu
- Select **Features** > **Call Lists**
- Select either **Missed Calls**, **Received Calls** or **Placed Calls**

- Press the **More** soft key
- Press the **Save** soft key to save contact in phone's directory
- Press **Menu** to return to idle screen



# Contacts management (3)

- How to edit a contact?
  - Press **Menu**
  - Select **Features > Contacts directory**
  - Scroll to highlight the contact
  - Press the **Edit** soft key
  - Edit contact information
  - Press **Save** soft key
  - Press **Menu** button to return to idle screen



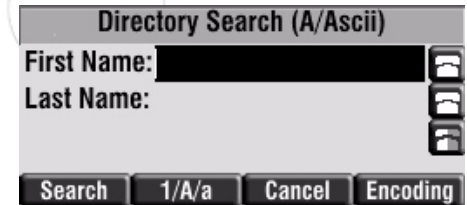
- How to delete a contact?
  - Press **Menu**
  - Select **Features > Contacts directory**
  - Scroll to highlight the contact
  - Press the **More** soft key twice and then the **Delete** soft key

# Contacts management (4)

- How to assign a Speed dial to a contact?
  - *When a new contact is added it is automatically assigned to the last speed dial index*
  - Press **Menu**
  - Select **Features > Contacts directory**
  - Scroll to highlight the contact
  - Press the **Edit** soft key
  - Do one of the following :
    - Enter the next available speed dial index
    - Delete the existing speed dial by using the arrows, followed by the cross
  - Press **Save** or **Cancel** soft key to confirm changes

# Contacts management (5)

- How to search a contact?
  - Press **Menu** button
  - Select **Features > Contact directory**
  - Press the **More** soft key
  - Press the **Search** soft key
  - Using the **dial pad**, enter the first few **characters** of the contact's first / last name
  - Press the **Search** soft key again



Directory Search (A/Ascii)

First Name:

Last Name:

Search 1/A/a Cancel Encoding

# Corporate Directory

- How to search a contact in Corporate Directory? \*
  - Press **Menu** button
  - Select **Features > Corp Dir**
  - Search for a contact using the **dialpad**
    - e.g : to search Tim , press 8 1x then 4 3x then 6 1x
  - Lookup is done on the PBX Corporate Directory

\* Features availability dependent of configuration

# Idle display

- User extension & status

- The phone can display the **extension** & current **user status** \*
  - OFFICE
  - BUSY
  - TELEWORK
  - HOLIDAY
  - OUTOFFICE
- Status can be changed using the **Status** soft key \*

- Dynamic queue login status

- The phone can also display the **dynamic login status in queues** \*
  - X\_\_ for example (logged into first configured queue)

\* Features availability dependent of configuration



# Reboot

- How to reboot your phone?

- Plug out – plug in the PoE cable

**OR**

- Press **Menu** > **Settings** > **Basic** > **Restart Phone**

**OR**

- Press the 2 **Volume buttons** (10) + **Speaker** (8) + **hold** (6) simultaneously

➡ This operation takes about 2 minutes

Why should I reboot my phone ?

- If the IT administrator has made changes to the configuration
- If there is any problem, a reboot is the first action to take

# Phone reset

- How to clear user settings?

- *Reset user configuration: language, ringtone, directory*
- Press **Menu > Settings > Advanced**
- Enter the admin password: **456** by default
- Press **Admin Settings > Reset to Defaults > Local Configuration**
- *After some time the phone will reboot and get the default user configuration from the SOP*

- How to clear device settings?

- *Reset network configuration*
- Press **Menu > Settings > Advanced**
- Enter the admin password: **456** by default
- Press **Admin Settings > Reset to Defaults > Reset Dev. Settings**
- *After some time the phone will reboot and get his network configuration from the SOP*

# Phone reset (2)

- How to make a factory reset?

- *This will format the phone's filesystem*
- Press **Menu > Settings > Advanced**
- Enter the admin password: **456** by default
- Press **Admin Settings > Reset to default > Format File System**
- *After some time the phone will reboot and get his default configuration from the SOP*