



UNIVERSITY INTEGRATED TELEPHONE SERVICE

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Polycom IP 450 Phone User Guide

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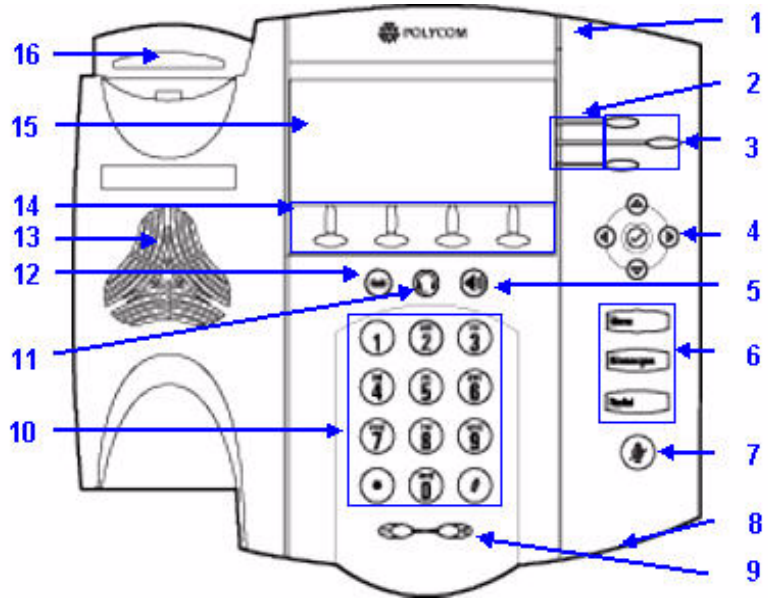












Illustration 1: Polycom IP 450

rif.	ELEMENT	DESCRIPTION
1	LED "new messages"	indicates one or more new voice mail messages
2	individual multi-colour LEDs display	<ul style="list-style-type: none"> • solid green: active call in progress • fast flashing green: incoming (outgoing) call • flashing red: call on hold • red: line busy (shared lines)
3	line/speed dial key 	to activate the lines or speed dial that can be assigned to your phone
4		scroll through displayed information or option
		select a field of displayed data
5	speaker-phone 	allow for hands-free communication during calls
6		access features of your phone
		access voice messages
		dials most recently dialled 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 the desired line key)


or

- dial the number, press **Dial** (if your phone has more than one line, dial the number then press the desired line key)



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 the desired line key then dial the number and finally press **Dial**)

or


- select the desired line key 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

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

- hang up
- 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

- 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 remove the microphone exclusion, press  again

HOLDING AND RESUMING CALLS

- 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

To call the last number you dialled, press .

TRANSFERRING CALLS

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

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 will confirm the call forwarding status

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 will confirm the call forwarding status

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

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 Updating Contact Directory

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)

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 set on line-by-line basis or for all lines


- press **DND** (for all lines)
- for single line select the line (using the arrow keys), press the soft key **Select** then press **Activate** to activate the functionality (**Deactivate** to deactivate)


*When DND is enabled, **X** 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.


If you use the first method the DND feature is applied to all lines. To apply the feature to a single line you should use the second one.

VOICEMAIL

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

Shortcuts:

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

Select a call from any list and do the following:

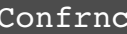
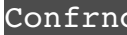
- to **place** a call press 
- to **change** the phone number before dialling, press 
- to **remove** the call from the list, press  → 
- to **store** the contact in your Contact Directory, press  → 
- to **view** information about the call (date/time), press  → 

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

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

1. press  (the call will be put on hold);
2. call the second participant (the communication is only with the second participant)
3. press  again (all participants are now in simultaneous conversation; the message **Active: Conference** appears and the icon beside the line key change)

it is possible, repeating the procedure, to invite a fourth participant




Using the soft key **Manage** you can add a new participant, mute, hold, or delete one of the participants; you can also view details about each participant


UNIVERSITY DIRECTORY

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

Simple search:

3. type the search string (e.g.: the name or phone extension)
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/last name/phone number
4. press **Submit**
5. select a result from the list and press  or **Dial** to call


CUSTOMIZING YOUR PHONE

CONTACT DIRECTORY

To add or edit a contact:


1. press , then select **1. Features...** → **3. Contact Directory...**
2. to add a contact, press **More** → **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**.

To search for a contact (in your contact directory):

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

ADJUSTING SPEAKER AND RINGER VOLUME

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

To change the incoming ring tone:

1. press **Menu**, and then select **3. Settings...** → **1. Basic...** → **4. Ring Type...**
2. if the phone has multiple lines, select the line you want 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 **Menu**, 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**



SERVIZI SU RICHIESTA

CALL PICKUP GROUP

To activate the call pickup group function the head of the office has to send a request to Phone office providing the extensions list.

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

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

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 (#)