















Polycom 450 Quick Reference Guide



Keys	Key Description
	Redial key – Redial the most recently dialed number.
	Voice mail key – Access/retrieve messages from the voice mailbox.
	Hold key – Access local (your phone) and global (your organization) features.
	Hold key – Places a call on “Hold” or resumes it.
	Speakerphone key – Allows for hands-free communication during calls.
	Microphone Mute key – Mutes audio transmission locally during calls.
	Headset key – Allows you to place and receive calls through an optionally connected headset.
Display Control Keys – Use  ,  ,  and  (arrow keys) to scroll through the displayed information. Use  to select a field of displayed data.	
	Volume Keys – Use these to adjust the volume of the handset, headset, speaker, and ringer.
	Speed Dial Keys – Use these keys to set quick one-number dialing for numbers you call frequently.

Soft Keys

The LED screen on your phone handset will display labels for these keys, to identify their context-sensitive functions. (Park Keys are an example of soft keys.)

Programmable Function Keys

Up to 6 programmable keys on the PolyCom 450 Handset. Use these keys to activate up to six lines or speed dials that can be assigned to your phone.

Basic Phone Features

Make a Call

1. Lift the Handset and dial the phone number.
2. Depending on your phone and configuration, you may need to **Dial 9** before placing a call.

Answering a Call

To answer a call, pick up the handset or to answer using the speakerphone, press the **Speaker** key.

Redial

Press the Redial key to call a recently dialed number.

Ending Calls

To end a call, replace the handset.

To Park a Call *This places the call on hold in a “park orbit” so the call can be retrieved from another phone.*

1. Press **Transfer** key (soft key)
2. Then press ***94**. Listen to what Park number the call will be placed on.
3. Press **Transfer** key again to complete.

To Retrieve A Parked Call *There are two different ways to retrieve a parked call.*

1. Pick up the handset and press the **numbered Park Key** (soft key-LED) where the call has been placed.
2. With handset on the hook, **press *95 followed by the parked call line number** (i.e.*951 or *952, etc.), **Press DIAL**, then pick up the handset to talk.

Rebooting/Restarting Your Phone

Restart your phone for troubleshooting purposes.

1. Press **Menu** key
2. Select Settings > Basic > Restart Phone (seen on the LED panel)
3. “Are you sure?” Appears on graphic display.
4. Press the **Yes** soft key. The restart process begins.

For Your Reference

Access your Voicemail and other phone settings online	https://myfeatures.itstelecom.net
Voicemail Access Number (calling from outside your phone system)	772-597-2743
Voicemail Quick Access Code	*98 (from your handset)

Advanced Call Handling

Call Hold

1. To put a call on hold, press the **Hold** key
2. To retrieve the call, press the **Hold** key again or press the Resume key

Call Transfer

1. Press the **Transfer soft key** – this places the current call on hold.
2. Transfer the call using one of these methods:

Blind Transfer

- To transfer the call before the other person answers, press the **Blind** soft key in the LED
- Dial the number of the person you want to call. The call is automatically connected to that person.

Note: if you are transferring to an extension, dial the extension number, after pressing the Blind key. Then press the Send or Transfer soft key.

Consultative Transfer

- Dial the number or extension of the person you want to call.
- Wait until the person has answered.
- Complete the transfer by pressing the Transfer key again.

Call Waiting

If a second call comes in while you are on the phone, you will hear a tone and the phone LED screen will display the details of the second caller. To answer the second call, select **Hold button**.



3 Way Calling

1. When in a regular call, press the **Conference soft key**.
2. Dial the person you want to join you call.
3. Once this person has answered press the **Conference soft key** again to set up the three way call.

Using Do Not Disturb

Do Not Disturb enables you to send call straight to voice mail.

To enable or disable Do Not Disturb:

1. Press the MENU key, then select Features>Do Not Disturb. When  and  symbols flash on the screen, Do Not Disturb is enabled.

VoiceMail (from your Polycom 450 handset)

When you have one or more unheard voice messages waiting, your phone will display a flashing light in the upper right corner.

- To access voice mail: Press the **Messages** button.
- Enter your unique **PIN**
- To listen to your voice messages: Press **1**
- To listen to your other messages: Press **11**
- To **save** a message: Press **2**
- To **delete** a message: Press **3**
- To **transfer** a voice message to another extension: Press **5**, then the extension number.
- To **change your mailbox settings**: Press **4**
- To **go back** to previous menu: Press *****
- To **finish**: Press **#**

You may also access your voice mail visually using ITS CommPortal online management tool. (see right top)

ITS CommPortal

ITS CommPortal gives you a powerful and easy to use **Web interface** to use access your voice mail and phone settings.

Logging In:

1. Go to <https://myfeatures.itstelecom.net>
2. Enter your 10-digit phone number
3. Enter your password.*

**Get password for first time log-in from your account manager. You can change the password after that time.*

Change Password

1. Go to **Settings** page
2. Enter your new password in **Password** box
3. Re-enter your new password in the **Confirm Password** box
4. Click **Change Password**

Dashboard Page

The dashboard displays new voice messages, recent received and missed calls, contacts, and settings you have applied to your phone.

Messages & Calls

- The **Messages** tab displays new and saved voice messages. Play, delete, or mark as heard/unheard.
- **Missed Calls, Dialed Calls, and Received Calls** show you all your recent called activity.

Call Manager

- The Summary tab of **Call Manager** provides a description of what will happen to your incoming calls.

Configure Your Phone Keys

1. Select the **Settings** page in ITS CommPortal.
2. Select the **Phones** tab.
3. Click on the **Configure Your Phone** link.

Call Forwarding (from your handset)

Your phone system supports different types of Call Forwarding:

Immediate, Busy, and No Answer.

- To enable/disable call forwarding using the handset, **dial the access code** for the type of call forwarding you want to enable/disable followed by the number you wish to forward calls to (see table below).
- The easiest way to use Call Forwarding is the **ITS CommPortal** online management tool in the **Call Manager Tab**.

ITS CommPortal

Immediate Call Forwarding Activation	*72
Immediate Call Forwarding Deactivation	*73
Busy Call Forwarding Activation	*90
Busy Call Forwarding Deactivation	*91
No Answer Call Forwarding Activation	*92
No Answer Call Forwarding Deactivation	*93

If you have any additional questions not addressed on this guide, call us at 772.597.3423, or visit: www.itsfiber.com