



SmartCOMM™ Hosted IP Complete

Polycom Soundpoint IP 450 Phone Reference Guide



SOFT KEYS

These 4 buttons are programmable. Assign a different function for each.



HOLD KEY

Places caller on hold. To resume the call press the Hold button.



HEADSET KEY

Activates hands free for making and receiving calls without lifting the handset.



SPEAKER KEY

Activates hands free for making and receiving calls without lifting the handset.



LINES

3 lines.

NAVIGATION KEYS

From the Home screen, press left arrow to quickly access received calls, right for placed calls, down for missed calls & up for speed dial. Press right to go back to Home screen.

Menu

MENU KEY

Houses options such as call directories, missed calls, & preferences.

Messages

MESSAGES KEY

If you have a voicemail the indicator light will flash red. Press Messages to listen; enter password, proceed with instructions.

Redial

REDIAL KEY

Redial previously used number.

VOLUME KEYS

Adjusts volume.



MUTE KEY

Mutes the call (the light indicator flashes when the microphone is on mute).

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Symbol	Key Description	Basic Phone Features
	MENU KEY – Access options to customize your phone.	<p>Make a Call 1. Dial the call. 2. Lift the handset or press the Speakerphone or Headset keys.</p> <p>Answering a Call For hands free operation, press the Speakerphone key.</p> <p>Redial Press the Redial key to call a recently dialed number. Select a number using your Navigation Keys (see Navigation Keys).</p> <p>Ending Calls To end a call replace the handset.</p>
	MESSAGES KEY –Select to retrieve voicemails. Enter password and follow instructions.	
	REDIAL KEY – Redial previously used number, dialed number, or missed call. Select a number using your Navigation Keys (see Navigation Keys).	
	MUTE KEY – Select to place caller on mute so caller cannot hear you.	
	VOLUME KEYS – Adjusts the volume for the handset, headset, ringer, and hands free speaker.	
	HOLD KEY – Places caller on hold, to retrieve call press Hold again.	
	HEADSET KEY – Activates hands free for making and receiving calls without lifting the handset. When the audio mode option is set, this key is used to switch between a headset and the hands free speakerphone.	
	SPEAKERPHONE KEY - Activates hands free calling without lifting the handset.	
	SOFT KEYS – Each button can be assigned a different function that can be programmed by a user or a business group administrator.	
	NAVIGATION KEYS –These buttons let you scroll through menu selections. From the Home screen, press left arrow to quickly access received calls, right for placed calls, down for missed calls & up for speed dial. Press right to go back to Home screen.	
	LINES – 3 lines.	

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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

Call Transfer

Consultive Transfer:

1. During the call press Transfer & enter the number to which to transfer the call.
2. As soon as you hear the ring back, press the Transfer key again to complete the transfer.

Blind Transfer:

1. During the call press Transfer
2. Select Blind with your soft keys
3. Enter number you which to transfer to, & hang up.

Conference Call

1. Call the first party then press Confrnc soft key to place the new call.
2. Call the second party. When the second party answers, press the More soft key and the Confrnc soft key to join all parties.
3. Repeat the same steps to join a third party.

Do Not Disturb

- Enable Do Not Disturb to automatically send calls to voicemail or call forwarding.
1. Press the Menu key, select Features.
 2. Press Select to enable Do Not Disturb.
 3. Select Menu key to return to idle screen.

Voicemail

- If you have a voicemail waiting the Messages Indicator Light will flash.
- Press the Messages key
- Prompted to enter password and proceed with instructions.

Call Forwarding

- Call Forwarding guarantees important calls will always follow you and find you.
1. Press the Forward key
 2. Use the Arrow Keys to choose between always, no answers, and busy and press select.
 3. Enter the phone number and press the Enable soft key to confirm call forwarding.

You may also enable and disable call forwarding using CommPortal.

****Commportal ALWAYS overrides call forwarding settings.****

CommPortal - A powerful and easy to use Web interface that gives users access to their phone settings.

Logging In:

1. Go to <http://www.grid4.com/commportal>
2. Enter your phone number
3. Enter your Password. (Same as your voicemail password)

Dashboard Page:

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

Messages & Calls

- The Messages tab displays new and saved messages.
- Play, delete, or mark them 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.
- The other tabs allow you to change the settings of your call coverage, including Call Forwarding, Do Not Disturb, and FindMe/Follow Me.

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**