**Polycom 450 At-A-Glance**

**Soft Keys**
Soft Keys show available functions:
- For a Menu
- During a Call

**Speed Dial Keys**
Activate up to three lines or speed dials that can be assigned to your phone

**Arrow Keys**
Scroll through displayed information or options:
- Right Arrow: Placed Calls list
- Left Arrow: Received Calls List
- Down Arrow: Missed Calls list

**Feature Keys**
- Menu
- Access Menu options
- Messages
- Access and manage text and voice messages
- Redial
- Dials most recently dialed party

**Quick Dial:**
Help: 0
Voicemail: 15500
Telecom: 15881

**Personalize your phone at:**
http://myphone.colostate.edu

**For more information visit:**
http://myphone.colostate.edu/help

**Email:** telecom_voip@colostate.edu
**Basic Features**

**Place a Call**
- Dial the number and press the *Dial* button (or)
- Press “New Call” and dial the number (or)
- Lift handset and dial number

**Receive a Call**
- Pick up the handset (or)
- Press *Answer*
- Press *Reject* to immediately forward to voicemail

**Put a call on Hold**
- Press the *Hold* button, place handset in cradle
- To retrieve call, press *Resume* or lift handset and press flashing line button

**Transfer – Consultative (with Announcing)**
*This is the default method*
- While on Call – press *Trnsfr* soft button
- Dial the target extension
- **Wait for target to answer call** announce transfer
- Press *Trnsfr* button and place handset in cradle
- To Cancel a Transfer, press *Cancel* soft key before pressing Trnsfr the second time. Caller is reconnected to your line.

**Transfer – Blind (without Announcing)**
- While on call – press *Trnsfr* soft button
- Press *Blind* soft button
- Dial the target Extension
- Place Handset in cradle

**Transfer – To Voicemail**
- While on call – press *Trnsfr* soft button
- Press *Blind* soft button
- Dial 8 + the target Extension
- Press *Send* soft button
- Place Handset in cradle

**Do Not Disturb**
- Press Menu, 1-Features, 2- Do Not Disturb
- All incoming calls go directly to Voicemail
- Press Menu, 1-Features, 2-Do Not Disturb again to disable

**Conf. Call**
- While on a call, Press the *Conference* soft button
- Dial the next party to join the call
- Press *Dial Soft Key*
- Wait for next party to answer
- Press *Conference* soft key again
- All parties are now joined on the Conference

**Adv. Features**

**For Advanced features use myphone.colostate.edu for these self-configurable Options**

**Setup Speed Dial (self-configurable)**
- Log into myphone.colostate.edu with your extension and PIN (you can request a PIN through telecom)
- Click the Speed Dial Tab and the Add Number link
- Add the number then Save and Update your phone.

  Speed Dials will appear on your fee lines or in your contact directory

**Configure Forwarding (self-configurable)**
- Log into myphone.colostate.edu with your extension and PIN (you can request a PIN through telecom)
- Click the Call Forwarding Tab and the Add Number link
- Configure you forwarding and then Apply
- Choose the Schedules Link to create forwarding options other than always.

**Restart Your Phone**
- Menu; 3-Settings; 1-Basic; 5-Restart Phone

**Set Custom Ring Tones**
- Menu; 3-Settings; 1-Basic; 4-Ring Type

**Basic Dialing**

**Emergency**
- Dial 911

**Voicemail**
- On Campus: 15500
- Off Campus: 491-5500

**Campus numbers**
- Dial 5 digit extension
- E.g. 1-1111

**Off Campus**
- Dial 8+ 7 digits
- E.g. 8491-1111

**Long Distance**
- Dial 8+1+area code+ the seven digit telephone number (8+1+xxx-xxx-xxxx).
- Enter the long distance authorization code following the three short beeps.

**International**
- Dial 8+011+country code+city code+telephone number.
- Press the send key, or just wait
- Enter the long distance authorization code following the two short beeps.

**TELEPHONE REPAIR:**
If you experience telephone trouble in the future, please report the problem to the CSU Telephone Switchboard in Fort Collins at 970-491-1111 (or simply extension 1-1111).

Tell the operator your Fort Collins 970-491-xxxx phone number and what the problem is. Our operators will make a Trouble Ticket in our telephone inventory and repair service system and issue the trouble ticket to a technician for resolution.