

MEMORANDUM

To: New Staff and Students
From: IT Staff
Date: June 4, 2018
Subject: GBLS Computer and Phone Information

Welcome to Greater Boston Legal Services. This packet provides an overview of the computer and phone systems at GBLS. We hope this will help make your computing days at GBLS more efficient, productive and enjoyable.

helpdesk@gbls.org

Questions and requests for technical support are handled by emailing the GBLS helpdesk. Requests are divided among the technical support staff according to area of expertise. If email is not working, ask a secretary on the floor to email for you. Emergencies should not be emailed, you should find a person to help!

MLAC Helpdesk Application Hotline:

Phone: 1-877-435-7716 or 617-367-0798

Email: helpdesk@legalservicesma.org

In addition to support at GBLS there is also a **Statewide Computer Use the statewide hotline for answers to formatting documents.**

S:\Public\Technology – **User How To's:** Step by step instructions by category

Intranet.gbls.org - Frequently Needed Docs

Eligibility Guidelines and most requested “How To’s”

X:\Installs – software you can install on your pc, if the application you need is not in this directory, email the helpdesk and request to have it added.

Data Storage and Backup

When you are added to the GBLS or CASLS network, a folder with your first name initial and last name is automatically created in your unit on the S: drive. Please store all your GBLS documents in this folder. Documents on the S: drive are backed nightly.

All GBLS work related documents: [S:\Your](#) Unit\Your name

Documents to share across units: [S:\Public](#)

Please do not store any documents on your local C: drive.

Fax Services

GBLS uses efax, a desktop faxing service. Instructions are included in this packet.

06/04/18

GBLS Computer and Phone Information

Westlaw at GBLS

Go to www.gbls.org/staff and click on **Legal Research**.

To obtain a Westlaw ID number, contact John Flynn, Librarian, x1741.

Network Access

Login and Password: Staff, students, and volunteers are assigned a network user name and password to access the GBLS network on and off-site via a secure Internet connection. The password is reset every 6 months and is deactivated on the last day of employment. It is a violation of state law and GBLS policy to share your account information with anyone inside or outside GBLS.

Network Access: Use of Non-GBLS Equipment – Laptop, SmartPhone, PDA

Personal laptops are **not permitted to connect** to the GBLS network inside the building e.g. do not disconnect a GBLS computer and plug in a non-GBLS laptop. VPN services are available; to request these, email helpdesk@gbls.org. Please do not store GBLS client information on a personal laptop unless the laptop has an encrypted hard-drive.

Smartphones and tablet's used for GBLS business must have a password.

Network Access: After Hours

Network maintenance is scheduled during off hours. During these times access to documents, printers, email, the internet and other network services are not available to staff. Staff will be notified via email at least 48 hours prior to network being unavailable. Laptops are available during network interruptions.

GBLS technical support is not available after regular business hours.

Technology Add-ons

Boston and Cambridge have a laptop, projectors, scanner, color printer, and digital camera available for work-related staff use. The Boston office has a large screen computer projector and a portable screen.

GBLS wireless network (wifi)

The GBLS wifi network uses three separate names to allow different users to connect with different levels of access. Please do not abuse this network. If usage is too heavy or is inappropriate we may need to restrict access or impose additional limits.

GBLS Guest

This network is for guest users. You may access only web sites (HTTP or HTTPS) using this network.

This network is unencrypted and should not be used for anything involving social security numbers, driver's license numbers, bank account numbers, or medical records. It is provided as a convenience to guests or employees who have not yet attended new employee orientation. Connect to the network GBLS_Guest. Then, enter the 10-digit password (including hyphen) that you obtained from IT staff or from the receptionist on your floor.

06/04/18

GBLS Computer and Phone Information

GBLS Employee

This network is for GBLS employees only. Use of this network is slightly less restricted than the Guest network. However, you may still access only the Internet when using this network and you are subject to the GBLS acceptable use policy.

You must be approved by the IT department to connect to this network. Any laptops connecting must have updated anti-virus protection installed. Users who have access to the VPN already have permission to connect. Other users, send an email to helpdesk@gbls.org for instructions

Phone and Voicemail Information

When you are assigned an office at GBLS, you receive a phone extension and a voicemail box. The unit secretary can assist you with any questions.

The GBLS Network Standard Applications

GBLS is a Microsoft Windows network. The standard desktop machine runs Windows XP. Each desktop has direct access to the Internet via a T1 line, multi and single function printers, and the following supported applications (you may request additional applications via the helpdesk):

Word Processing	Microsoft Word 2013 or 2016/Office 365
iCreate	GBLS forms and templates
Best Authority	Table of Authorities
PDF Professional or Adobe Reader	Create and edit PDF documents
Case Management	LegalServer (email helpdesk to request a login account)
Email	Outlook 2010/2013/Office 365
Archive and Spam Protection	Mimecast
Web access email	outlook.office365.com
Fax from the desktop	EFax
Fundraising	Raiser's Edge
Legal Research	Westlaw via Internet (Westlaw # - contact John Flynn x1741)
Bankruptcy Software	BestCase Bankruptcy
Internet Browser	Internet Explorer, Google Chrome and FireFox available
Scanning	Multi function printer/scanners are located on every floor except 1
Spreadsheet	Microsoft Excel 2013 or 2016/365
Presentation	Microsoft PowerPoint 2013 or 2016/365
Document Assembly	Housing Eviction – Hotdocs Immigration - Law Logix Family – TurboLaw
Virus Protection	System Center Endpoint Protection
VPN (remote.gbls.org)	Dell SonicWall

ipbx Quick Reference Guide/Voice Mail

Access Your Voice Mail for the First Time

1. Press the **Messages** button on your phone.
Follow the voice prompts to:
2. Enter the temp passcode 3724 and press #.
3. Enter your new passcode and press #.
4. Enter the new passcode again and press #.
5. Record your name greeting. (Record your first and last name. This is what callers hear when transferred from an auto attendant.)

Personalize Your Busy and No Answer Greetings

The **Busy** greeting is heard by callers when **Do Not Disturb** is active on your phone or when you are on a call and **Call Waiting** is disabled.

The **No Answer** greeting is heard by callers when you do not answer a call. The **No Answer** greeting is played whether you are currently on the phone or choose not to answer while the phone is free.

See instructions under these headings on the opposite page to record your greetings.

Busy Greeting Menu

No Answer Greeting Menu

Access Your Voice Mail from Your Own Phone

1. Press the **Messages** button on your phone.
2. At the prompt, enter your passcode and press #.

Access Your Voice Mail from Another Phone in Your Group

1. Dial your extension.
2. Wait for Voice Mail to connect and then press the * key.
3. Enter your passcode and press #.
OR
1. Dial the voice portal extension (available from your group administrator).
2. At the greeting, press the * key.
3. At the prompt, enter your extension and press #.
4. Enter your passcode and press #.

Access Your Voice Mail from Outside Your Group

1. Dial your 10-digit phone number.
2. Wait for Voice Mail to connect and press the * key.
3. Enter your passcode and press #.
OR
1. Dial the 10-digit voice portal number.

2. At the greeting, dial your extension and press #.
3. Enter your passcode and press #.

Leave Messages for Other Users

During greeting:

- # Interrupt the greeting and start recording voice or video message.
- * Transfer out of greeting to Voice Portal password prompt.
- 0 Transfer out of greeting to configured number (if provisioned).

While recording message:

- * Cancel recording and transfer to Voice Portal password prompt.
 - 0 Cancel recording and transfer to configured number.
 - # Stop recording and review message.
- ### Review message
- 1 Erase message and record again
 - 2 Listen or view current message
 - 3 OR hang up to send message
 - 6 Set or clear the urgent indicator
 - 7 Set or clear the confidential indicator
 - * Cancel recording and transfer to Voice Portal password prompt
 - 0 Cancel recording and transfer to configured number
 - # Repeat menu

Voice Portal Main Menu

- 1 Access **Voice Messaging** †
- 3 Record **Personalized Name**
- 8 Change **Passcode**
- 9 Exit

Repeat Main Menu

† Options for accessing these services are provided only if they have been assigned to you.

Voice Messaging

- 1 Play Messages
- 2 Busy Greeting Menu
- 3 No Answer Greeting Menu
- 5 Compose Message Menu
- 7 Delete All Messages
- * Return to Voice Portal Main Menu
- # Repeat Menu

Personalized Name

- 1 Record new Personalized Name
- 2 Listen to current Personalized Name
- 3 Delete Personalized Name

- * Return to Voice Portal Main Menu
- # Repeat Menu
- Passcode**
- # Enter new passcode, followed by pound key
- * Return to Voice Portal main menu

Play Messages Menu

- # Save message
- 7 Delete message
- 2 Play or repeat message; skip envelope
- While playing messages:**
 - 1 Skip backward 3 seconds
 - 2 Pause playback
 - 3 Skip forward 3 seconds
 - 4 Skip to beginning of message
 - 6 Skip to end of message
- 4 Return to previous message
- 5 Play message envelope
- 6 Move to next message
- 8 Initiate call to sender
- 9 Hear additional options
- * Return to Voice Messaging main menu
- # Repeat menu

Notes: You can interrupt the message or envelope to perform any function. New messages flagged as urgent are played first.

Additional Message Options

- 1 Reply to message
- 2 Forward Message
- * Return to Play Messages Menu
- # Repeat menu

Forward Message

- 1 Change current introduction
- 2 Listen to current introduction
- 3 Send message to specific group members
- 4 Send message to entire group
- 5 Send message to distribution list (option offered only if enabled)
- 6 Set or clear urgent indicator
- 7 Set or clear confidential indicator
- * Return to Play Messages Menu
- # Repeat menu

Notes: Messages marked confidential cannot be forwarded. If you have an Enterprise Voice Portal, you can forward messages to others outside of your group, but not the entire group.

Select Distribution List

- 0 Select distribution list 0
- 1 Select distribution list 1
- 2 Select distribution list 2

- 3 Select distribution list 3
- 4 Select distribution list 4
- 5 Select distribution list 5
- 6 Select distribution list 6
- 7 Select distribution list 7
- 8 Select distribution list 8
- 9 Select distribution list 9
- * Return to the previous menu
- # Repeat menu

Distribution List Menu

- 1 Select another distribution list
- 2 Review the selected distribution list
- 3 Send the message
- * Return to the previous menu
- # Repeat menu

Reply to Message

- 1 Change current reply
- 2 Listen to current reply
- 3 Send reply
- 6 Set or clear urgent indicator
- 7 Set or clear confidential indicator
- * Return to Play Messages Menu
- # Repeat menu

Busy Greeting Menu

- 1 Record new Busy Greeting
- 2 Listen to current Busy Greeting
- 3 Revert to system default Busy Greeting
- * Return to Voice Messaging main menu
- # Repeat menu

No Answer Greeting Menu

- 1 Record new No Answer Greeting
- 2 Listen to current No Answer Greeting
- 3 Revert to system default No Answer Greeting
- * Return to Voice Messaging main menu
- # Repeat menu

Compose Message

- 1 Change current message
- 2 Listen to current message
- 3 Send message to specific group member(s)
- 4 Send message to entire group
- 5 Send message to distribution list (if configured)
- 6 Set or clear urgent indicator
- 7 Set or clear confidential indicator
- * Return to Voice Messaging main menu
- # Repeat menu

Note: In an Enterprise Voice Portal, you can send messages to others outside of your group, but not the entire group.



Polycom® VVX® 500 Business Media Phone

Quick User Guide

For phones running Polycom® UC Software 4.0.1 or later

Configurations vary and the screen displays used in this guide may not reflect those on your phone. See your system administrator for more information. For detailed information on how to use your phone, see the *User Guide for the Polycom VVX 500 Business Media Phone* available from the [VVX 500 Support](#) Web page.

www.polycom.com | 1725-44539-001 Rev. A | November 2011

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About the Touchscreen

Tap to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left.

To go back to a previous screen, tap **Back**.

Phone Views

Your phone has four main Views: Home, Calls, Active Call, and Lines View (the default).

To change Views:

- For Home View, press
- From Home View, press to display either Lines, Calls, or Active Call View.
- To switch between Lines View and either Calls or Active Call View, swipe the screen.

Home View

Home View displays icons you can tap to access phone functions.



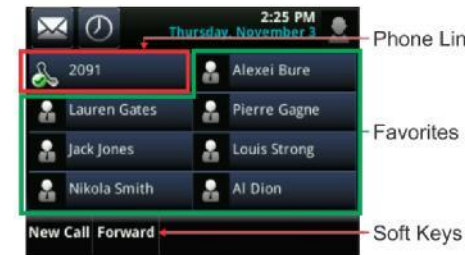
Touch and hold to display fewer icons. Touch and hold or swipe the screen to display more icons.

From Home View, tap the phone Line to display your phone Lines and Favorites—contacts you can dial by tapping their name. To go back, tap **Close**.



Lines View

Lines View displays phone Lines, Favorites, and soft keys.

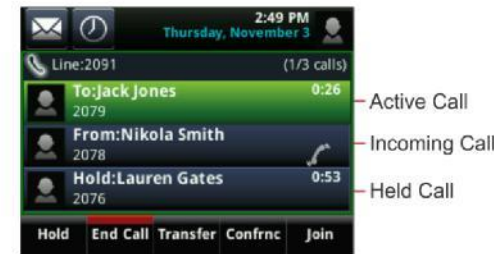


If your phone is idle, you can:

- Tap the phone Line to access the Dialer.
- Swipe to switch between Lines View and the Browser (if applicable).

Calls View

Calls View displays a list of all your calls.



Call color indicates status:

- **Dark green** Active call.
- **Dark blue** Incoming and held calls.
- **Bright green** Active call is highlighted.
- **Bright blue** Incoming or held call is highlighted.

Tap a call to highlight it. The soft keys apply to the highlighted call.

Active Call View

If a phone Line has only one call—and it’s active—you can access Active Call View.



Entering Data

Use the onscreen keyboard or the dialpad keys to enter information. To backspace, tap .

To use the onscreen keyboard, tap .

To type with the dialpad keys, press a key repeatedly to view the character options and stop to select.

To type other characters, tap **Encoding** or **Mode**. When using the dialpad keys, use the **1**, *****, **0**, and **#** keys.

About Calls

Only one call can be active at one time.

You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing or .



Tip: Returning to Your Calls

If you navigate away from your call(s), tap **Calls** to see Active Call or Calls View again.

Placing Calls

Pick up the handset, or press or . Enter the phone number, and tap .

From Lines View: Tap the phone Line, enter the phone number, and tap .

From Home View: Tap **New Call**, enter the phone number, and tap .



Timesaver: Placing Calls Quickly

Tap a recent call or Favorite, or tap a contact’s phone number in the Contact Directory.

Answering Calls

Press or tap **Answer**, pick up the handset, or press .

To answer a new call while on an active call, tap **Answer**.

Ending Calls

To end an active call, replace the handset, press , or press . Or, tap **End Call**.

To end a held call, navigate to Calls View and highlight the held call. Tap **Resume**, and tap **End Call**.

Holding Calls

From Lines, Calls, or Active Call View, tap **Hold**. If you’re in Calls View, remember to highlight the call first.

To resume a held call, tap **Resume** from either Lines or Calls View.

Transferring Calls

From Lines, Calls, or Active Call View, tap **Transfer**, and call the other party. When you hear the ringback sound, or after you talk with the other party, tap **Transfer**.

Forwarding Calls

To enable call forwarding, tap **Settings** from Home View, and tap **Features > Forward**. Tap the forwarding type to enable, type a forwarding number, and tap **Enable**.

To disable call forwarding, tap **Settings** from Home View, and tap **Features > Forward**. Tap the forwarding type to disable, and tap **Disable**.

To enable per-call forwarding: As your phone rings, tap **Forward**, enter the forwarding number, and tap **Forward**.

Placing Conference Calls

Call the first party. From Lines, Calls, or Active Call View, tap **Confrnc**. Dial and connect with the other party, and tap **Confrnc**.

From Lines or Calls View, you can:

- Tap **Hold** to hold the conference.
- Tap **End Call** to end the conference.
- Tap **Manage** to manage each participant (if available).
- Tap **Split** to end the conference and hold all participants.



Timesaver: Placing Conference Calls

If you have an active and held call, tap **Join** to set up a conference.

Favorites

Favorites are contacts you call most often. Favorites display in your Favorites list and Lines View. They also display when you tap the phone Line in Home View.

- **To view your Favorites list** Tap **New Call** from Home View, and tap **Favorites**.
- **To make a contact a Favorite** Navigate to your Contact Directory and tap the contact. Tap **Add to Favorites**, and tap **Yes** to confirm.
- **To dial a Favorite** Tap the Favorite from Lines View or your Favorites list.
- **To reorder your Favorites list** Update the contact’s *Favorite Index* number in the Contact Directory.

Viewing Recent Calls

To view your Recent Calls list, tap **New Call** from Home View, and tap **Recent**.

From the Recent Calls list, tap to sort and order calls, tap to display only certain calls, or tap a call record to call the person.



Timesaver: Viewing Recent Calls

Tap from Lines, Calls, or Active Call View.



Tip: Saving Recent Callers to Your Directory

From your Recent Calls list, tap next to the call, and tap **Save**. Enter additional information and tap **Save**.

Contact Directory

- **To view your Directory** Tap **Directories** from Home View. If a Corporate Directory is on your phone, tap **Contact Directory** on the Directory screen.
To add a contact Navigate to your Contact Directory and tap . Type the contact’s information, and tap **Save**. To make a contact a Favorite, enter a *Favorite Index* number.
- **To update contact information** Navigate to your Contact Directory and tap the contact. Tap , update the contact’s information, and tap **Save**.
- **To delete a contact** Navigate to your Contact Directory and tap the contact. Tap , and tap **Yes** to confirm.
- **To search for a contact** Navigate to your Contact Directory and tap **Search**. Enter search criteria, and tap **Search**.
To dial a contact from your Directory Navigate to your Contact Directory and tap the contact. From the contact’s information screen, tap the contact’s phone number.



Tip: What Does a Green Star Mean?

A green star, , indicates a Favorite.

Listening to Voice Mail

Tap **Messages** from Home View, and tap **Message Center**. Tap **Connect** and follow the prompts.



Timesaver: Accessing Your Message Center

Tap from Lines, Calls, or Active Call View.

Muting the Microphone

During a call, press so other parties can’t hear you.

To disable Mute, press again.

Using Do Not Disturb

To disable ringing, tap **Settings** from Home View, and tap **Features > Do Not Disturb**. Tap **Enable** or **Disable**.

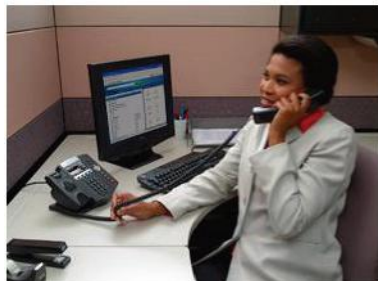
Adjusting Volume

To change call volume, press during a call. To change the ringer volume, press when the phone is idle or ringing.

Updating Ringtones

To change the incoming call ringtone, tap **Settings** from Home View, and tap **Basic > Ring Type**. Tap the ringtone you want.

To set a ringtone for a contact, navigate to your Contact Directory and tap the contact. Tap , update the contact’s ring type, and tap **Save**.



Polycom® SoundPoint® IP 450 Phone

Quick User Guide

Basic Phone Features
Customizing Your Phone

Applies to phones running SIP 3.1 or later.

For detailed information, see the
*User Guide for the Polycom SoundPoint
IP 450 Phone* at:

[www.polycom.com/support/
voicedocumentation/](http://www.polycom.com/support/voicedocumentation/)

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BASIC PHONE FEATURES

Placing Calls

Using the handset:

Pick up the handset, and then enter the phone number. Or, enter the phone number, and then pick up the handset.


Using the speakerphone:

- With the handset on-hook, press any assigned line key, or the **New Call** soft key. Then, enter the phone number.

or

- Enter the phone number, and then press the **Dial** soft key.

Using the optional headset:

- With the headset connected, press any assigned line key, or the **New Call** soft key. Then, press , and then enter the phone number.

or

- Enter the phone number, and then

During a call, you can alternate

press .


*between modes by pressing the
Headset or **Speakerphone** keys
or picking up the handset.*

Answering Calls

Using the handset:

>> Pick up the handset.

Using the speakerphone:

>> Press one of the following: , the flashing line key, or the **Answer** soft key.

Using the optional headset:

You can ignore a call by pressing



>> Press .


*the **Reject** soft key.*


Ending Calls

To end a call, press the **End Call** soft key.
Or, depending on the mode you are using,


Muting the Microphone

press , , or replace the handset.


During a call, press . Mute applies to all modes. You can hear all other parties while Mute is enabled, but the other parties cannot hear you.

To turn off Mute, press  again.


Holding and Resuming Calls

During a call, press  or the **Hold** soft key. The line key flashes red.

To resume the call on hold, press one of

the following: , the **Resume** soft key, or the line key. The line key glows green again.

Redialing Numbers

To call the last number you dialed, press .

Transferring Calls

To transfer a call:

- During a call, press the **Trnsfer** soft key. The active call is placed on hold.
- Place a call to the party to whom you want to transfer the call.
- When you hear the ring-back sound or after you speak with the second party, press the **Transfer** soft key.

*You can automatically transfer the call without speaking to the second party. After you complete step 1, press the **Blind** soft key. Then, complete step 2.*

Forwarding Calls*

To enable call forwarding:

- From the idle screen, press the **Forward** soft key.†
- Select the forwarding type you want to enable (**Always**—To forward all incoming calls; **No Answer**—To forward all unanswered incoming calls; **Busy**—To forward calls that arrive when you are already in a call).
- Enter a number to forward calls to.
- Press the **Enable** soft key.

To disable call forwarding:

- From the idle screen, press the **Forward** soft key.†
- Select the forwarding type to disable.
- Press the **Disable** soft key.

Speed Dialing

To quickly dial a contact, use the contact's speed dial index number, or press the contact's speed dial key (if available).

Using a speed dial key:

>> Press the contact's speed dial key on the top-right of the phone.

Using a speed dial index number:

>> Press the **Up** arrow, and then enter the contact's speed dial index number.

*To assign a speed dial key, press and hold an unassigned line key. Then, enter the contact information and press the **Save** soft key.*

To add or edit a speed dial index number for a contact, update the contact's Speed Dial Index field in the Contact Directory. See [Updating Contact Directory](#).

*.Your company's settings may override this feature. If you have a shared line, call forwarding is not available.
†.If your phone has multiple lines, you will have to select the line for which to enable or disable call forwarding after you press the Forward soft key.


Using Do Not Disturb†

You can prevent your phone from ringing.

To enable or disable Do Not Disturb:

>> Press , and then select **Features > Do Not Disturb**.

When Do Not Disturb is enabled,

and  flash on the screen.



Hosting Conference Calls**

To host a conference:

1. Call the first party.
2. After the first party answers, press the **Confrnc** soft key. The active call is placed on hold.
3. Place a call to the second party.
4. When the second party answers, press the **Confrnc** soft key. All parties are now joined in the conference.

You can do the following:

- To put the conference on hold, press the **Hold** soft key. To resume the conference, press the **Resume** soft key.
- To end the conference, press the **End Call** soft key. The other parties remain connected.
- To split the conference into two calls on hold, press the **Split** soft key.


If you have an active call and a call on hold, you can create a conference by pressing the Join soft key.

Listening to Voice Mail††

A voice mail icon on the phone screen, a flashing line key, and a stutter dial tone in place of normal dial tone indicate one or more new voice mail messages.


† Your company's settings may override this feature.
**. Conferencing is an optional feature that your system administrator sets up. Options may vary.
††. Voice mail is a call platform dependant feature. Options may vary.

To listen to voice messages:

1. Press , and then select **Message Center**.
2. Press the **Connect** soft key, and then follow the voice prompts.

Viewing Call Lists

To view a call list:

>> Press , and then select **Features > Call Lists > Missed Calls, Received Calls, or Placed Calls**.


You can select a call from any list and do the following:

- To place a call, press the **Dial** soft key.
- To change the phone number before dialing, press the **Edit** soft key.
- To remove the call from the list, press the **Clear** soft key.
- To store the contact in your Contact Directory, press the **Save** soft key.
- To view information about the call, press the **Info** soft key.

CUSTOMIZING YOUR PHONE


Updating Contact Directory

To add or edit a contact:

1. Press , and then select **Features > Contact Directory**.
2. To add a contact, press the **Add** soft key. To edit a contact, scroll to the contact, and then press the **Edit** soft key.
3. Add or edit the contact information. The only required field is the **Contact** field (the contact's phone number).
4. Press the **Save** soft key.


You can also add contacts to your Contact Directory from call lists (see [Viewing Call Lists](#)).

To search for a contact:


1. Press , and then select **Features > Contact Directory**.
2. Press the **Search** soft key. Then, enter search criteria, and then press the **Search** soft key again.

Adjusting Speaker and Ringer Volume

To change the speaker volume:

>> During a call, press .

To change the ringer volume:


>> When the phone is in the idle state, press .

You can also prevent your phone from ringing (see [Using Do Not Disturb](#)), or you can choose a silent ring for your phone (see [Updating Ring Tones](#)).


Updating Ring Tones‡

You can change the incoming ring tone, as well as set distinct ring tones for contacts.

To change the incoming ring tone:


1. Press , and then select **Settings > Basic > Ring Type**.
2. Scroll to the ring type you want. To hear the ring type before you select it, press the **Play** soft key.
3. Press the **Select** soft key.

To set a ring tone for a contact:

1. Press , and then select **Features > Contact Directory**.
2. Search for the contact (see [Updating Contact Directory](#)).
3. Press the **Edit** soft key, and then scroll to **Ring Type**.

‡. Your company's settings may not allow you to set unique ring tones for contacts.

4. Enter a number that corresponds to the ring type you want. (To exit the screen and find the number associated




with a ring type, press  twice, and then select **Settings > Basic > Ring Type**.)

5. Press the **Save** soft key.

Using Headset Memory Mode

You can set up your phone so that all calls automatically go to your headset.

To use Headset Memory Mode:

1. Press , and then select **Settings > Basic > Preferences > Headset > Headset Memory**.
2. Scroll to **Enabled**, and then press the **Select** soft key.
3. Activate Headset Memory Mode by pressing  twice. When Headset Memory Mode is activated, the headset icon, , displays on the screen.

All calls will now go to your headset, unless you switch to handset or speakerphone mode. To activate Headset Memory Mode again, repeat step 3.

To disable Headset Memory Mode, repeat steps 1 to 3, but select **Disabled** in step 2.

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