



SoundPoint® IP 450

Quick User Guide

Basic Phone Features Customizing Your Phone

Applies to phones running SIP 3.1 or later.

For detailed information please consult the Star2Star Phone and Features Guide, available for view/download via the Star2Star Web Portal at:

<https://portal.star2star.com/>

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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 line appearance key, or the **New Call** soft key. Then, press , and then enter the phone number.

or

- Enter the phone number, and then press .


*During a call, you can alternate 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:


>> Press .


*You can ignore a call by pressing the **Reject** soft key. Callers will receive Voice Mail or Find-Me / Follow-Me if invoked.*

Ending Calls


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


Muting the Microphone

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.

Callers will hear Music or Message on hold if configured on your system.

Redialing Numbers

To call the last number you dialed, press  or the **Redial** soft key.

Transferring Calls

To transfer a call:

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

*To transfer the call without speaking to the second party. After you complete step 1, press the **Blind** soft key. Then, complete step 2.
Transfer may be cancelled during establishment by pressing the **Cancel** soft key. The original call is resumed.*

Forwarding Calls

To enable call forwarding:

1. From the idle screen, press the **Forward** soft key.
2. 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).
3. Enter a number to forward calls to.
4. Press the **Enable** soft key.

To disable call forwarding:

1. From the idle screen, press the **Forward** soft key.
2. Select the forwarding type to disable.
3. Press the **Disable** soft key.

*Use the Star2Star Find-Me / Follow-Me feature in the Star2Star Web portal.
Follow Me (Immediate) -- Calls to your extension will be sent automatically to the number you define.
Find Me (Sequential) -- Calls to your extension will ring your extension and any other numbers that you define, in order.
Find Me (All) -- Calls to your extension will ring your extension and any other numbers that you define, all at once.*

Speed Dialing

To quickly dial a contact, use the contact's speed dial index number.

Using a speed dial index number:


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

Using Do Not Disturb

You can prevent your phone from ringing.

To enable or disable Do Not Disturb:

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

When Do Not Disturb is enabled,  displays on the screen.

(Note) callers will be directed to Voice Mail or the Star2Star Find-Me / Follow-Me feature if invoked. Calls to the phone with the DND feature invoked will appear as Missed calls.

Local Conference Calls

To create a three-way local conference call:

1. Call the first party.
2. After the first party answers, press the **Confrc** 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 **Confrc** 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.*

Use the Star2Star Conference room feature for larger conferences.

Listening to Voice Mail

The Message Waiting Indicator on the front of the phone and a message envelope will appear. Stutter dial tone in place of normal dial tone will sound to indicate that message(s) are waiting on the Star2Star voice mail system.

To listen to voice messages:

1. Press **Messages**, or dial 1000.
2. Follow the voice prompts.
3. (Note) when accessing the voice mail system for the first time your password is your extension#. Change this to a 4-digit number you can recall easily.

Viewing Call Lists

To view a call list:

>> Press **Menu**, and then select **Features > Call Lists > Missed Calls, Received Calls, or Placed Calls**. Or use the Navigation keys (down / left / right).

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 view information about the call, press the **Info** soft key.

Contact Directory

To add or edit a contact in your local phone directory:


1. Access the Star2Star Web Portal and navigate to the Individual Phone Settings section for your phone. Click the Speed Dials link to add contacts and other options to your phone. For more detailed instruction follow the Star2Star Phone and Features Guide available for view/download via the Star2Star Web Portal.

To search for a contact:

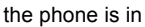
1. Press **Menu**, and then select **Features > Contact Directory**.
2. Press the **Search** soft key. Then, enter search criteria, and then press the **Search** soft key again.

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 .

Changing Ring Tones

You can change the incoming ring tone.



To change the incoming ring tone:

1. Press **Menu**, 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.

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 **Menu**, 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, a moving arrow 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.

STAR2STAR CALL PARK AND RETRIEVE

1. Perform an Attended transfer to the park code 7000.
2. Listen to the system retrieval code announcement e.g. 7001
3. Press Transfer.
4. The caller is now parked.
5. The caller will hear music or message on hold if configured on your system.
6. Dial the system retrieval code e.g. 7001 on any local extension to retrieve the call.

