

Quick Tip 57215

Phone Lock Feature on Polycom Phones Running Polycom® UC Software



This quick tip provides step-by-step instructions on how to use the locking feature available on Polycom phones running Polycom® UC Software.

The topics include:

- [Introducing the Locking Feature](#)
- [About Your User Password](#)
- [Locking and Unlocking Your Phone](#)
- [Calling and Answering from a Locked Phone](#)



For information about phone lock configuration parameters, see the “Locking the Phone” section of the Administrator’s Guide for the Polycom® UC Software, available from <http://www.polycom.com/support/voice>.

The information in this quick tip applies to Polycom phones running Polycom UC Software 3.3.0 or later.

Introducing the Locking Feature



Locking your phone is a feature that your system may not support. To enable the feature, see your system administrator, or see the “Locking the Phone” section of the Administrator’s Guide for the Polycom® UC Software, available from <http://www.polycom.com/support/voice>.

Lock your phone to do the following:

- Prevent unauthorized outgoing calls.
- Allow only authorized people to answer calls.
- Prevent people from viewing or modifying phone displays or information (for example, menus, directory lists, call records, and speed dial keys).

When your phone is locked:

- You can only make an outgoing call to a number from a list of authorized numbers.
- You have to enter a password to answer incoming calls.
- All keys and soft keys are disabled, except those keys that allow you to unlock the phone, make an authorized call, redial a number, or view the browser (if enabled).

You unlock the phone by entering your user password. If your phone restarts for any reason while it is locked, it will be locked when the phone starts up again (unless your phone is configured to start up unlocked).

When your phone is locked, the messages “The phone is locked” and “Authorized calls only” scroll on the status bar. Messages that displayed before the phone was locked do not display.

The following figure shows what the screen looks like when the Polycom® SoundPoint® IP 450 phone is locked.



You can set up your phone to automatically lock if the phone hasn't been used for a certain period of time, as well as block the phone's browser (if supported on your phone) while the phone is locked. For information on these and other configuration parameters, see your system administrator, or see the “Locking the Phone” section of the Administrator's Guide for the Polycom® UC Software, available from <http://www.polycom.com/support/voice>.

About Your User Password

You are assigned a user password so you can answer calls from your locked phone and unlock the phone. By default, your user password is 123. You can change your user password at any time.



If you forget your user password, see your system administrator, or see the “Locking the Phone” section of the Administrator's Guide for the Polycom® UC Software, available from <http://www.polycom.com/support/voice>. Depending if your phone is locked or unlocked, you have to change your phone's configuration parameters or enter the administrator password to reset your user password.

Changing Your User Password

By default, your user password is 123. Change your user password so it's unique to your phone.

To change your user password:

1. Press the Menu key, and then select **Settings > Advanced**.
2. From the Password screen, enter your user password, and then press the **Enter** soft key.
3. From the Advanced screen, select **Change User Password**.
4. From the Change User Password screen, enter your password information, and then press the **Enter** soft key.

Locking and Unlocking Your Phone

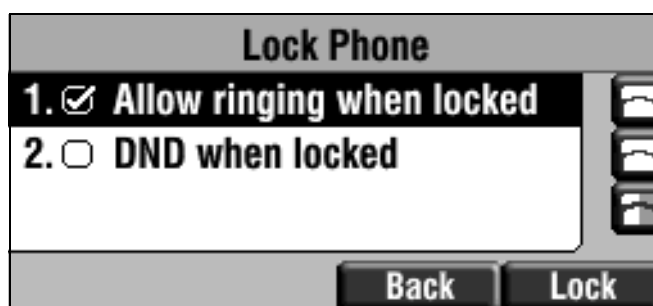
You can choose how you want your phone to handle incoming calls when your phone is locked. If you set up your phone to allow incoming calls when it's locked (the default setting), incoming calls will ring on your phone, and you can answer calls by entering your password. If you set up your phone to ignore incoming calls, Do Not Disturb will be applied to all lines on your phone, and your phone will not ring.

To lock your phone:

1. Press the Menu key, and then select **Settings > Basic > Lock Phone**.

The Lock Phone screen displays.

The following figure shows what the screen looks like on the SoundPoint IP 450 phone.



2. Select how you want incoming calls handled when your phone is locked.
 - **Allow ringing when locked** – Select this option if you want your phone to ring when you have an incoming call. If you choose this option, you can answer a call by entering your password.

- **DND when locked** – Select this option if you don't want your phone to ring. You won't have the option to answer incoming calls. All incoming calls will go directly to voice mail (if enabled) and display in your Missed Calls list.

The default setting is Allow ringing when locked.



Enabling **DND when locked** on shared lines disables ringing only. You will still see a visual notification of the call and have the option to answer the call.

3. Press the **Lock** soft key.

Your phone is locked.



Your phone may be set up so that you can quickly lock your phone by pressing the **Lock** soft key from the idle screen (on some phones, you may have to press the **More** soft key to display the Lock soft key). If you do this, however, you cannot choose how to handle incoming calls. Your phone will use the default setting (Allow ringing when locked), or the last setting you selected.

For information on displaying the Lock soft key, see your system administrator, or see the "Locking the Phone" section of the Administrator's Guide for the Polycom® UC Software, available from <http://www.polycom.com/support/voice>.

To unlock your phone:

1. From the idle screen, press the **Unlock** soft key.
2. From the Unlock the Phone screen, enter your user password, and then press the **Enter** soft key.

(For information on your user password, including what to do if you forget your password, see [About Your User Password](#) on page 2.)

The phone unlocks.

Calling and Answering from a Locked Phone

From a locked phone, anyone can dial the standard emergency number (for example, 911), and up to five authorized numbers that an administrator sets up. You cannot call any other numbers from a locked phone.

If you enabled the option to answer incoming calls when your phone is locked, you can answer calls by entering your password.

To call an authorized number from a locked phone:

>> Do one of the following:

- Press the **New Call** soft key. From the Place an Authorized Call screen, select the number you want to call, and then press the **Dial** soft key.

The following figure shows an example of the Place an Authorized Call screen on the Polycom® VVX® 1500 business media phone.



or

- Place a call to an authorized number by using the handset or headset (Polycom® SoundPoint® IP or VVX 1500 phones only), or speakerphone. For information on using the handset, headset, or speakerphone to place a call, see the user guide for your phone, available from <http://www.polycom.com/support/voice/>.

If you try to place a call to an unauthorized number, the message “Unauthorized number” displays. To view a list of authorized numbers that you can call, press the **New Call** soft key from the idle screen when your phone is locked.

The call is placed.

To answer a call on a locked phone:

1. While the phone rings, press the **Answer** soft key.
2. From the Answer the Call screen, enter your password, and then press the **Enter** soft key.

(If you press the **Cancel** soft key instead, the Answer the Call screen disappears and the incoming call window displays again.)

(For information on your user password, including what to do if you forget your password, see [About Your User Password](#) on page 2.)

The call connects.

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