

Colt Cloud UC

User Guide – Polycom IP 331-EN



Phone Overview

Basic telephony features

- How to place a call
- How to answer a call
- How to terminate a call
- How to redial a number
- How to mute a call
- How to set a call on hold
- How to transfer a call

Advanced telephony features

- How to make conference calls
- How to answer a call while you're on the line
- How to switch between active calls

Phone preferences

- How to change the ring tone
- How to change the language
- How to change the volume

Voicemail & Call history

- How to listen to your voicemail
- How to consult the Call history
- How to clear the Call history

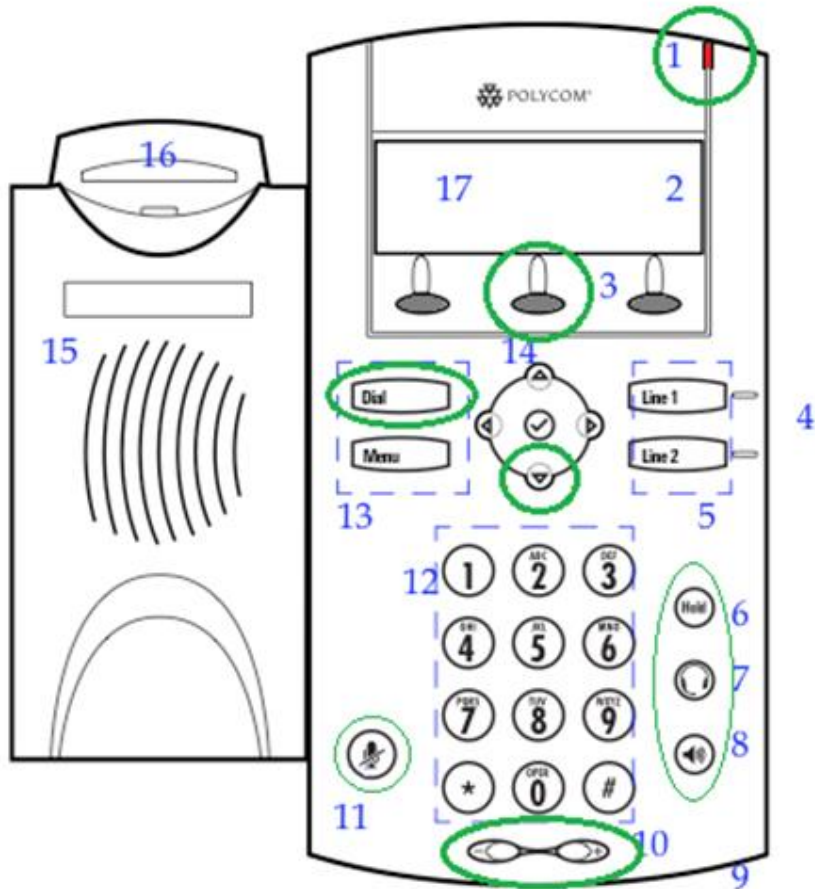
Contacts management

- How to add a contact
- How to assign a Speed Dial to a contact
- How to call one of your Speed Dial
- How to edit a contact
- How to delete a contact
- How to search a contact
- Corporate Directory

Various

- Idle display
- How to reboot your phone
- How to reset your phone

Polycom IP 331: Phone overview



- 1 : Message waiting indicator
- 2 : Line Icons
- 3 : Soft keys
- 4 : Line indicators
- 5 : Line keys
- 6 : Hold
- 7 : Headset
- 8 : Speakerphone
- 9 : Hands-free Microphone
- 10 : Volume keys
- 11 : Microphone Mute
- 12 : Dial pad
- 13 : Feature keys
- 14 : Display control keys
- 15 : Speaker
- 16 : Hookswitch
- 17 : Graphic display

How to place a call ?

Using the **handset**:

1. Type the number on **keypad**
2. Press the **Dial** button (13)
3. **Pick-up** the handset

OR

1. **Pick-up** the handset
2. **Type** the number
3. Push the **Dial** button (13)

Using the **speaker**:

1. Type the number on **keypad**
2. Press the **Speaker** button
3. Press the **Dial** button (13)

OR

1. Press the **Speaker** button
2. **Type** the number
3. Push the **Dial** button (13)

Note :

- ➔ You must add a « 0 » before any external number
- ➔ Emergency numbers can be dialed without any preceding « 0 » (100, 110,...)
- ➔ To **redial** your last number : click twice the button « DIAL »

How to answer a call ?

- Using the **handset**:
 - Pick-up the handset
- Using the **speaker**:
 - Press the **Speaker** button (8)
 - OR • Press **Line 1** (4) opposite the incoming call
 - OR • Press the **Answer** softkey *

Note :

- ➔ These steps apply when the called party is NOT in another call

How to end a call ?

- Press the End call softkey
- Replace the handset OR
- Press the handsfree button (8) if in handsfree speakerphone mode OR

How to redial a call ?

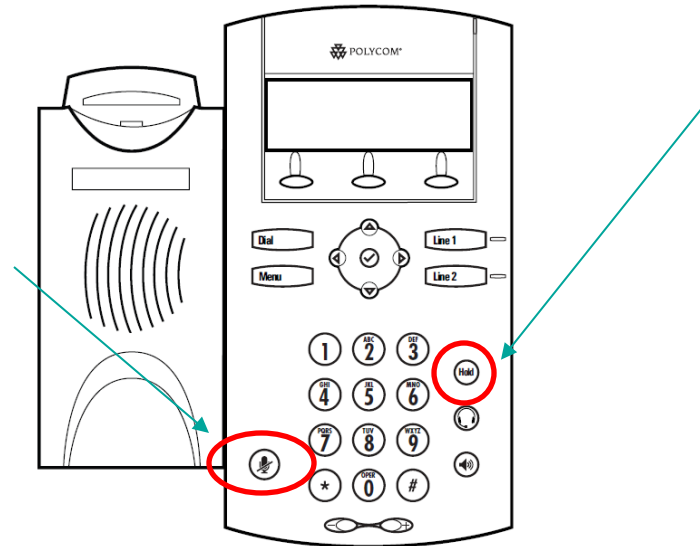
- To redial last number: press twice Dial

How to mute a call ?

- Press the “**Mute**” button (11) The microphone is muted (with the handset and in handsfree state)

How to set a call on hold ?

- Press the “**Hold**” button (6) Music is played to the caller.

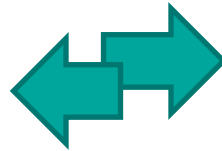


How to transfer a call ?

2 options

Blind transfer (1)

- You transfer the call without speaking to the third person and you “forget” the call



Warm / Attended transfer (2)

- You first speak to the third person before transferring the call.

How to do a warm / attended transfer ?

Press the **Trans** softkey during call
The active call is set on hold



Enter **extension** to transfer to

Press the **Dial** button (13)

What the 3rd party sees :

- when to talk to him/her : 3rd party sees your extension
- when you have transferred the call : 3rd party sees initial caller ID *

* Feature availability dependent on configuration

How to do a blind transfer ?

Press the **Trans** softkey during call

The active call is set on hold



Press the **Blind** softkey

Enter **extension** to transfer to

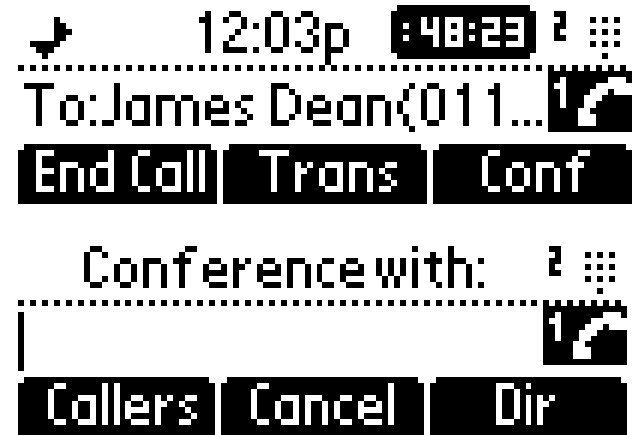
Press the **Dial** button (13)

What the 3rd party sees : initial caller ID

How to make conference calls with 3 people?

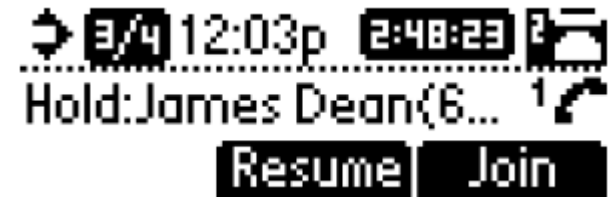
- Initiate a 3-party conference call directly via your phone.
 1. Call the first person
 2. During the call, press the **Conf** softkey
The current call is now on hold
 3. Enter the number of the third person
 4. Press the **Dial** button (13)
 5. When 3rd person answers press again the **Conf** softkey

- To leave the conference, press the **End Call** softkey.
The other participants remain connected.



How to answer a call while you are on the line?

- You will receive a **bip** when a new call comes in
- You'll also see on the top left of the screen 1/2
- You can answer the call
 - During several seconds you can press **Answer**
 - After you have first to navigate using the **down** arrow, then press **Answer**
- Current call will be put on hold

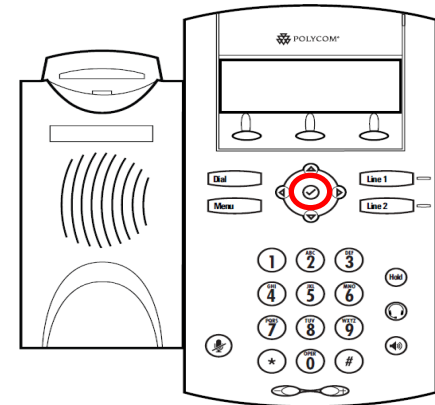


How to make switch between active calls?

- You can switch between active calls using the **down** arrow
- You'll see that the **call id changes on the top left of the screen** 1/2 -> 2/2
- Current call has always id 1
- Press **Resume** to switch to the selected call
- When your current call ends up you have also to press **Resume** to continue with your other correspondent

How to change the ringtone?

- Press on **Menu** (13)
- By using the arrows, go to **Settings**
- Select **Settings** by pressing on the v (in the middle of the arrows)
- Select **Basic** by pressing on the v
- Go to **Ring Type** using the arrow and press v
- With the arrows, **navigate** through the different ring types and play/select the ringtones

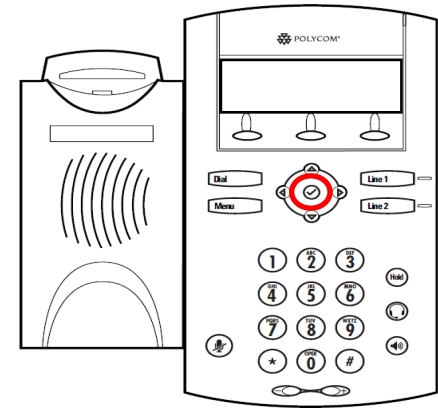


→ Note :

If your phone is reset by your administrator, then your local config will be erased and the default ringtone will be selected again.

How to change the language?

- Press on **Menu** (13)
- By using the arrows, go to **Settings**
- Select **Settings** by pressing on the **v** (in the middle of the arrows)
- Select **Basic** by pressing **v**
- Go to **Language** using the arrows
- Press **v** to confirm your choice
- Phone will show **PLease wait**
- The phone interface is now in the language of your choice
- If the language does not change, **reboot** your phone (known issue in some firmware versions)

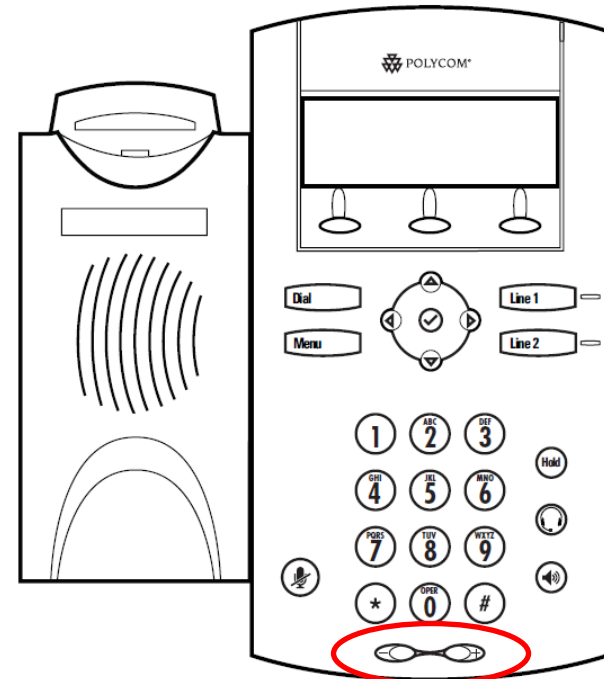


→ Note :

If your phone is reset by your administrator, then your local config will be erased and the default language will be selected again. Contact your administrator if you want to make sure your changes are persistent by modifying your phone resource on the SMP.

How to adjust the volume?

- Use the **Volume keys** (10)
- **Ring tone** : Press on + or - when ringing
- **Voice** : Press on + or - when speaking



How to listen to your Voice-mails?

- Everyone can have his own voicemail service*
- Works like GSM voicemail
- **Red light** flashing ? New voicemail is in !
- Little **envelope** on screen? New voicemail is in !
- If configured, voicemails are also sent via **email**
- From the home screen, press **V.Mail** softkey (1st softkey)*

* Feature availability dependent of configuration



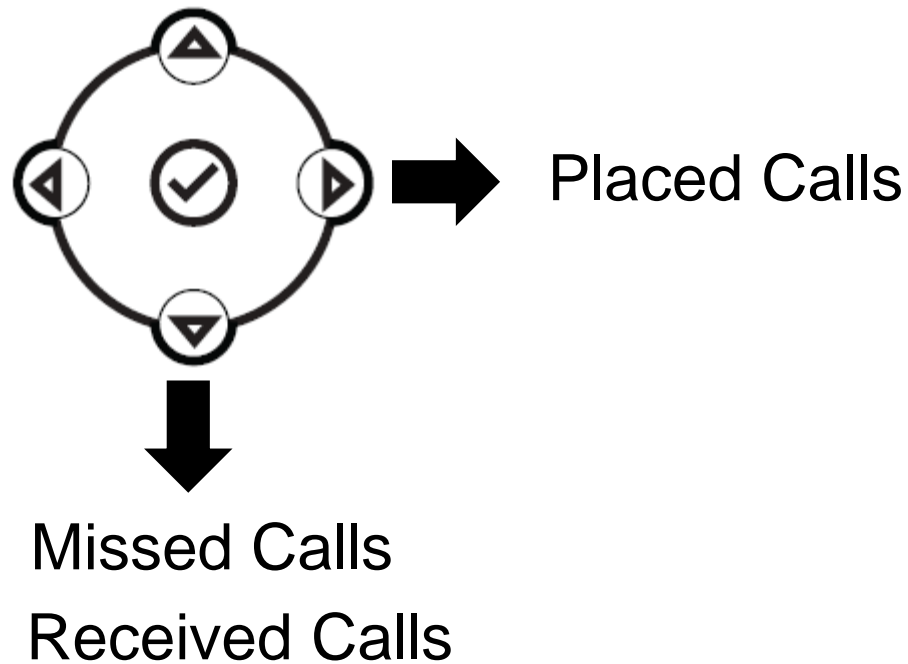
How to consult your Call history ?

- Received calls
- Press **Menu** (13) > **Features** > **Call Lists** > **Received Calls**
- Press the **Callers** softkey (you may need to navigate using the **More** softkey)*

- Placed calls
- Press **Menu** (13) > **Features** > **Call Lists** > **Placed Calls**
- Press the **Dial** button

* May not be available depending on the phone configuration

Other way to consult the Call history



How to clear your Call history?

- Press **Menu (13) > Features > Call Lists > Clear**
- Select **Received calls** or **Placed Calls**
- Confirm by **Yes**

- **The phone has a local Contact Directory**
 - It can be that your phone is configured to always replace contacts from Contact Directory by the extensions on the PBX. On latest implementations local contacts are no more kept by default
 - Add a contact
 - Edit a contact
 - Speed dial
 - Search
- **Corporate directory: lookup on PBX ***

* Feature availability dependent of configuration.

How to add a contact in Contact Directory?

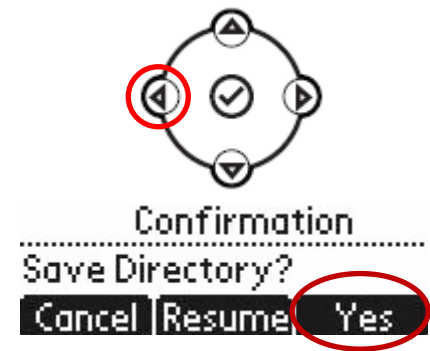
1. Manual add-on

- From the home screen, look for the Dir softkey using the **More** softkey
- Press the **Dir** softkey
- Select local **Contact Directory** by pressing the **v**
- If you have already some contacts, use the **up arrow** to go to **<New Entry>**
- Press the **v** to add a new entry
- Press the **v** to enter a first name
- Enter first name via **dialpad**
- Press **ok** or **cancel** to accept or cancel changes
- Press the **down arrow** to display the next field in the contact's entry
- (see next slide)



How to add a contact?

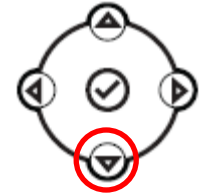
1. Manual add-on (part 2)
 - Repeat previous steps to enter last name
 - Repeat steps above to enter a contact number
 - Press **left arrow** to end contact's data entry
 - Press **Yes** to save the contact



Do not forget the last 2 steps to save the contact

How to add a contact?

2. Add contact from call lists (incoming / outgoing)
 - Access your call history (see section Voicemail & Call history)
 - Use the **arrows** to find the contact
 - Press the **v** to select the entry
 - Press the **Save** softkey to save number
 - Contact is saved in local contact directory
 - Go to the Contact directory to edit the contact name
 - (see paragraph How to edit a contact)



How to assign a Speed Dial to a contact?

- When a new contact is added it is **automatically assigned** to the last speed dial index
- First Speed Dial appears on top of the screen
- To access Speed Dial's Press **Menu > Features > Speed Dial**
OR press **up arrow**
- Speed dial index can be modified in the **Contact Directory**, not in Speed Dial view. See next slide.

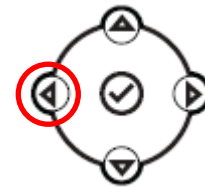
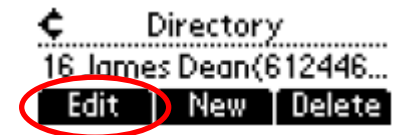


How to call one of your Speed Dial?

- Enter the **Speed Dial Index** on the **keypad** followed by **#**
- Press **Line 2** to call your first Speed Dial
- Use the **up arrow** to show all your Speed Dial's

How to edit a contact?

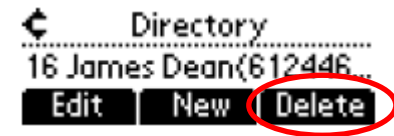
- From the home screen, look for the Dir softkey using the **More** softkey
- Press the **Dir** softkey
- Select **Contact Directory** and press **v**
- Use the **arrows** to find the contact you want to edit
- Use the **v** to select the entry
- Press the **Edit** softkey
- Use the arrows to scroll through the fields (press **v** to select the field)
- Make the desired **changes**
- Press the **Ok** or **Cancel** softkeys to accept/cancel changes
- • Press **left arrow** to end contact's data entry
- • Press **Yes** to save the contact



Do not forget the last 2 steps to save the contact

How to delete a contact?

- From the home screen, look for the Dir softkey using the **More** softkey
- Press the **Dir** softkey
- Select **Contact directory** with the **v**
- Use the **arrows** to find the contact
- Use the **v** to select the entry
- Press **Delete**
- The contact is deleted from the Contact directory and from the Speed dial list



How to search a contact?

- From the home screen, look for the **Dir** softkey using the **More** softkey
- Press the **Dir** softkey
- Select the **Contact Directory** (1) with the **v**
- Search for a contact using the dialpad
 - e.g : to search “Tim”, press “8” 1x then “4” 3x then “6” 1x

How to define search parameters?

- Press **Menu**
- Select **Settings > Basic > Preferences > Directory search**
- Use the **arrows** to select the search parameter
- Select with the **v**



Directory Search
1 By last name
2 By first name

How to search a contact in Corporate Directory? *

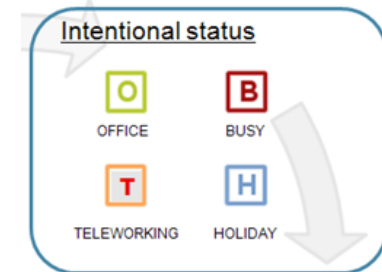
- From the home screen, look for the **Dir** softkey using the **More** softkey
- Press the **Dir** softkey
- Navigate to **Corp Dir** and press **v**
- Search for a contact using the **dialpad**
- e.g : to search “Tim”, press “8” 1x then “4” 3x then “6” 1x
- Lookup is done on the PBX Corporate Directory

* Features availability dependent of configuration

User extension & status

The phone can display the extension & current user status *

- OFFICE
- BUSY
- TELEWORK
- HOLIDAY
- OUTOFOFFICE



Status can be changed using the Status softkey *

Dynamic queue login status

- The phone can also display the dynamic login status in queues *
 - X__ for example (logged into first configured queue)

* Features availability dependent of configuration

How to reboot your phone?

- Plug out – plug in the PoE cable

OR

- Press **Menu > Settings > Basic > Restart Phone**

OR

- Press the 2 **Volume buttons** (10) + **Speaker** (8) + **hold** (6) simultaneously

 This operation takes about 2 minutes

Why should I reboot my phone ?

- If the IT administrator has made changes to the configuration
- If there is any problem, a reboot is the first action to take

How to clear user settings?

- Reset user configuration: language, ringtone, directory
- Press **Menu > Settings > Advanced**
- Enter the admin password: **387466** by default
- Press **Admin Settings > Reset to Defaults > Local Configuration**
- After some time the phone will reboot and get the default user configuration from the SOP

How to clear device settings?

- Reset network configuration
- Press **Menu > Settings > Advanced**
- Enter the admin password: **387466** by default
- Press **Admin Settings > Reset to Defaults > Reset Dev. Settings**
- After some time the phone will reboot and get his network configuration from the SOP

How to make a factory reset?

- This will format the phone's filesystem
- Press **Menu > Settings > Advanced**
- Enter the admin password: **387466** by default
- Press **Admin Settings > Reset to Default > Format File System**
- After some time the phone will reboot and get his default configuration from the SOP

For your time
Thank you