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Colt Cloud UC

User Guide – Polycom IP 650-EN

User Guide – Polycom IP650

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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 are on the line
- How to make a switch between active calls

Phone preferences
- How to change the ring tone
- How to change the language
- How to adjust the volume

Voicemail & call history
- How to listen to your voicemail
- How to consult the call history
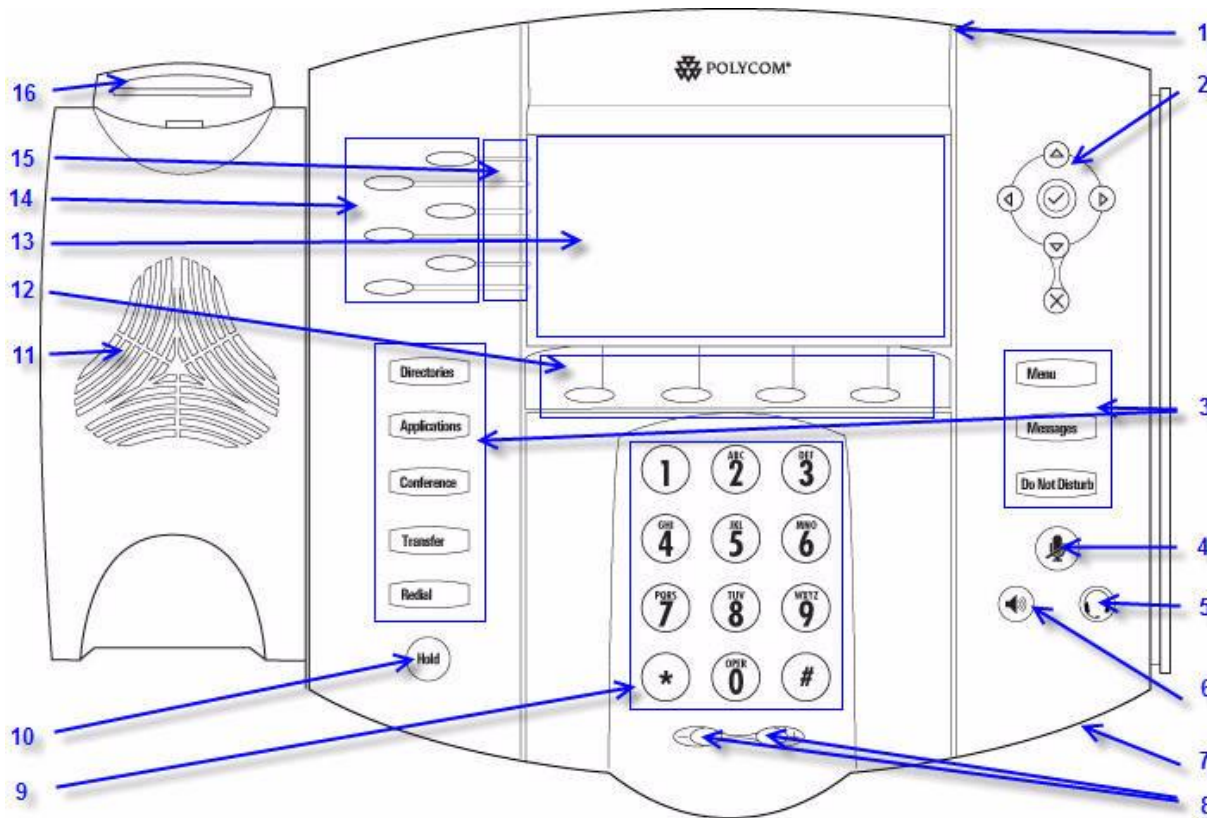- How to clear the call history

Contacts management
- How to add a contact
- How to edit a contact
- How to assign a speed dial to a contact
- How to call one of your speed dial
- How to delete a contact
- How to search a contact

Various
- How to search a contact in corporate directory
- How to reboot your phone
- How to reset your phone

Polycom IP 650: Phone overview

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1 : Message waiting indicator
2 : Arrow keys
3 : Feature keys *
4 : Microphone mute
5 : Headset
6 : Speaker phone
7 : Handsfree microphone
8 : Volume keys
9 : Dial pad
10 : Hold
11 : Speaker
12 : Soft Keys**
13 : Graphic display
14 : Line/Speed dial key
15 : Line indicators
16 : Hook switch

* Do Not Disturb button is not used
** MyStat and Buddies soft button's are not used

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How to <u>place</u> a call ?

Using the **handset**:

1. Type the number on **keypad**
2. Press the **Dial** button
3. **Pick-up** the handsets

OR

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

Using the **speaker**:

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

OR

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

Note :

→ You must add a 0 before any external number
→ Emergency numbers can be dialed without any preceeding 0 (100, 110,…)
→ To **redial** your last number : click twice the button DIAL

Basic telephony features (2)

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How to <u>answer</u> a call ?

- Using the **handset**:
  - Pick-up the handset

- Using the **speaker**:
  - Press the **Handsfree** button (8)
  - Press **blinking key** facing the incoming call
  - Press the **Answer** softkey *

OR

OR

How to <u>end</u> a call ?

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

OR

OR

How to <u>redial</u> a call ?

- To redial last number: click the **Redial** button

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

*A **softkey** is a phone "button" which has a different function depending on the phone's state

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How to <u>mute</u> a call ?

- Press the **Mute** button. The microphone is muted (with the handset and in hands-free state)

How to set a call on <u>hold</u> ?

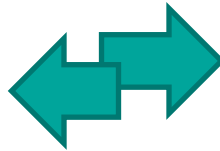- Press the "**Hold**" button. Music is played to the caller.

How to <u>transfer</u> a call ?

2 options

<u>Bli</u>nd transfer (1)

- You transfer the call without speaking to the 3rd person and you forget the call

<u>Warm</u> / <u>Attended</u> transfer (2)

- You first speak to the 3rd person before transferring the call.

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How to do a <u>warm transfer</u> ?

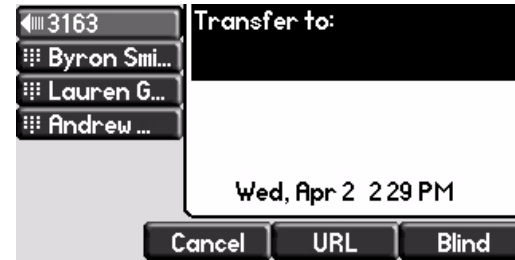Press **Trnsfer** softkey during call OR **Transfer** button

Transfer

The active call is set on hold

Enter **extension** to transfer to

When 3rd party answers :

Press Trnsfer softkey

Transfer

OR **Transfer** button

What the 3rd party sees :

- when you talk to 3rd party: 3rd party sees your extension
- when the call is transferred: 3rd party sees initial caller ID *

* Feature availibility dependent on configuration

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How to do a blind transfer ?

Press the **Trnsfer** softkey during call, OR **Transfer** button Transfer
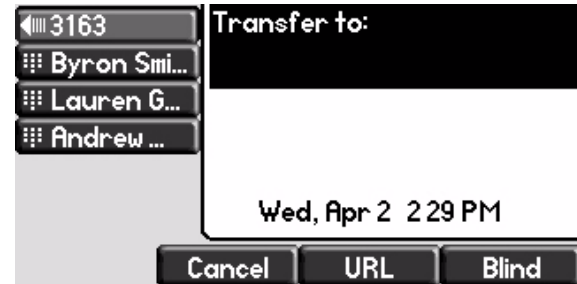
The active call is set on hold

Press the **blind** softkey

Enter **extension** to transfer to

Press the **Dial** button (13)

3rd party sees : initial caller ID
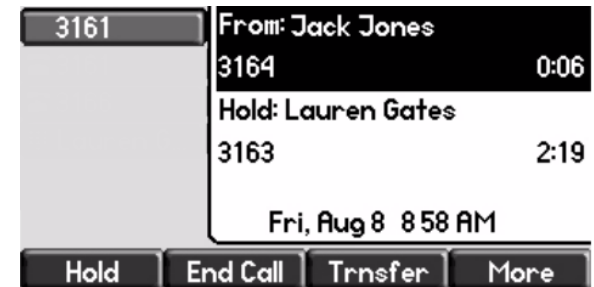
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How to make <u>conference</u> calls with 3 people?

- Initiate a 3-party conference call directly via your phone.
  1. Call the first person
  2. During the call, press the **Conf** soft key OR button **Conference.**
     The current call is now on hold
  3. Call the 3rd party
  4. When 3rd person answers, click again on button **Conference** or softkey **Conf**

- To end the conference, click on the **EndCall** softkey. The other participants remain connected.

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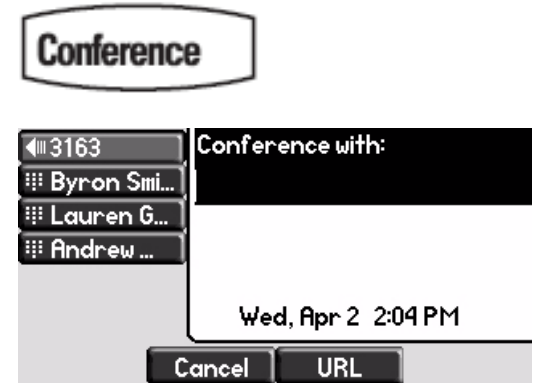
How to <u>answer a call while you are on the line</u>?

- You receive a **beep** when new call comes in
- You see the 2nd caller appear on the screen
- You can answer the call
- During several seconds you can press **Answer**
- By selecting the call using the **down arrow**, then **Answer**, or **v**
- Current call is put on hold

3161	From: Jack Jones	
	3164	0:06
	Hold: Lauren Gates	
	3163	2:19
	Fri, Aug 8 8:58 AM	

| Hold | End Call | Trnsfer | More |

How to <u>switch between active calls</u>?

- You can switch between active calls using the **down** arrow
- The current call **highlights**
- Current call is always on top of the screen
- Press **Resume** to switch to the selected call
- When your current call ends up, press **Resume** to continue with your other correspondent

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How to change the <u>ringtone</u>?

• Click on **Menu**   Menu
• By using the arrows, go to **Settings**
• Select **Basic**
• Go to **Ring Type** by using the arrow
• Use the arrows to navigate
• Select ring type by clicking the **Select** softkey or **v**
• Click on **Menu** to return to idle display

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

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How to change the language?

- Click on **Menu**
- By using the arrows, go to **Settings**
- Select **Basic > Preferences > Language**
- Use the arrows to navigate
- Confirm your choice by clicking the **Select** softkey or **v**
- Click on **Menu** to return to idle display

➔ 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 persistant by modifying your phone resource on the SMP.

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How to adjust the <u>volume</u>?

- Click on the **volume keys**
- **Ringtone** : click on + or – when ringing
- **Voice** : click on + or – when speaking

How to listen to your Voicemails?

- Everyone has its own voicemail service*
- Works like a GSM voicemail
- **Red (LED) light** flashing on top right corner ? New voicemail is in !
- Little **envelope** on screen? New voicemail is in!   ✉
- If configured, voicemail also sent via email
- You can listen to your voicemail via the **Message** button   [Messages]
  - Choose Message Center via the softkey **Select**
  - The messages statuses comes up (New & Old)
  - Press **Connect** to go directly to your Voicemail

* Feature availability dependent of configuration

How to consult your <u>Call history</u> ?

- Press the **Directories** button
- By using the arrows, go to **Call lists**
- Select desired call category : missed, received or placed
- Select **Edit** to adjust dial string if possible
- Select **Dial** to return the call
- Select **Exit** to return to previous menu

Other way to consult the Call history

Received calls ← Placed calls →
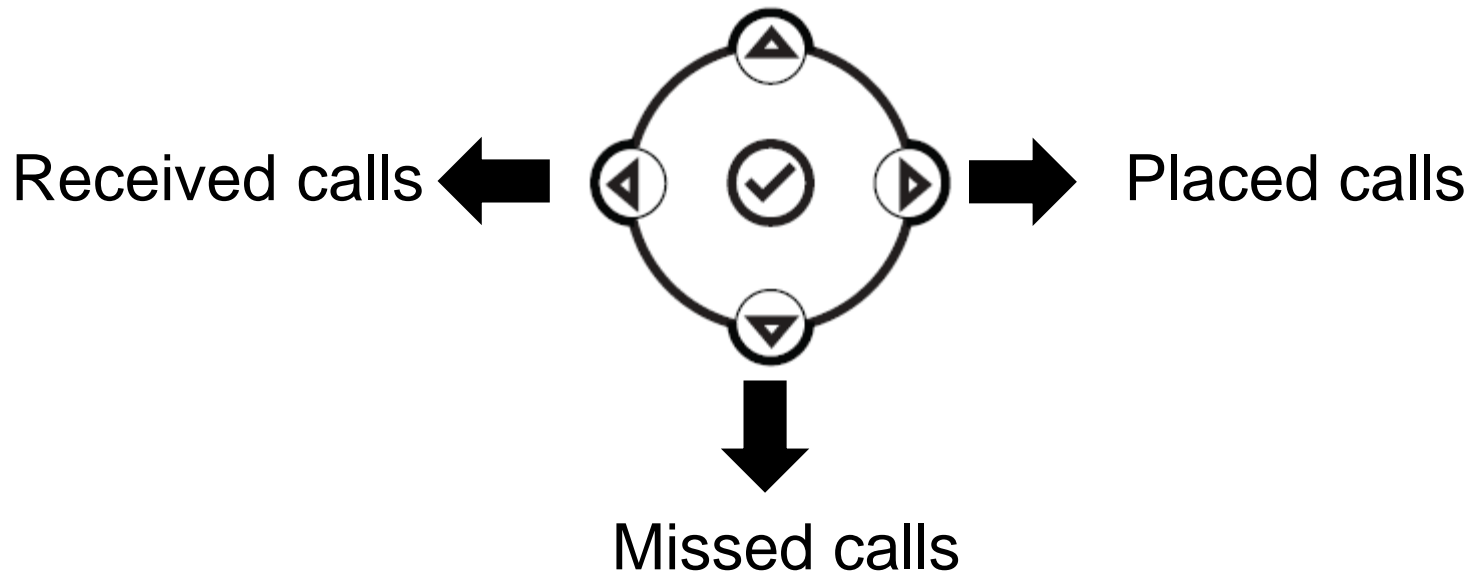
Missed calls ↓

How to <u>clear</u> your <u>Call history</u>?

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

Contacts management
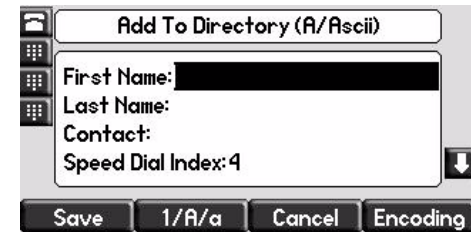
- **The phone has a local Contact Directory**
  - It can be that your phone is configured to always replace contacts from Contact Directory by the extensions on the PBX. On latest implementations (Fusion v.3+, Belgacom Unify v.3+,...) local contacts are no more kept by default
- Add a contact
- Edit a contact
- Speed dials
- Search
- Corporate directory : lookup on PBX *

* Feature availability dependent of configuration.

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How to <u>add</u> a contact in Contact Directory?

1. Manual add-on
- Press **Directories** button
- Select **Contact directory**
- Press the **More** softkey
- Press the **Add** softkey
- Enter first and/or last name of the contact via **dialpad**
- Enter a contact number
- Change the speel dial index. The new contact is automatically assigned to the next available index value
- Press the **Save** softkey

Directories

Add To Directory (A/Ascii)
First Name:
Last Name:
Contact:
Speed Dial Index: 4

Save 1/A/a Cancel Encoding

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How to <u>add</u> a contact?

2. Add contact from call lists (received/placed)

- Do one of the following
- Press the **Directories** button

  Directories

- select Call lists > Missed calls, received calls or placed calls
- Press the arrows to access the desired call list   ◁, ▷, or ▽
- Use the arrows to highlight the contact
- Press the **More** softkey
- Press the **Save** softkey to save in local directory
- Press **Directories** button to return to idle

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How to <u>edit</u> a contact?

- Press **Directories** button
- Select Contact Directory
- Use the **arrows to find the contact you want to edit**
- Press the **Edit softkey**
- Make the desired **changes**
- Press the **Save or Cancel softkeys to accept/cancel changes**
- Press the left arrow repeatedly to return to the idle display

Directories

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- How to <u>assign a Speed Dial </u>to a contact ?
  - This is managed in Cloud UC End User's portal. For more information see the Help section.
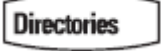

- How to access the list of speed dials?
  - Use the **up arrow** to show all your Speed Dial's

- How to <u>call</u> one of your <u>Speed Dials </u>?
  - Enter the **Speed Dial Index** on the keypad followed by #
  - Press the **selected speed dial button** to call your Speed Dial
  - Use the **up arrow** to show all your Speed Dial's
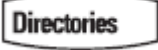
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How to <u>delete</u> a contact?

- Press **Directories** button   Directories
- Select Contact Directory
- Use the **arrows** to find the contact you want to delete   △ ▽
- Press the **More** softkey
- Press the **Delete** softkey

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How to <u>search</u> a contact?

- Press **Directories button** | Directories |
- Select the local contact directory
- Press the **More softkey**
- Press the **Search softkey**
- Using the dialpad, enter the first few characters of the contact's first or last name
- Press the **Search softkey again**

How to <u>search</u> a contact in <u>Corporate Directory</u>? *

- Press **Directories** button

   Directories

- 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 x
- Lookup is done on the PBX Corporate Directory

* Features availability dependent of configuration

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How to <u>reboot</u> your phone?

• Plug out – plug in the PoE cable

OR

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

OR

• Press the 2 **Volume buttons** + **Mute** + **Messages** 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 <u>clear user settings</u>?

- 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 <u>clear device settings</u>?

- 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

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How to <u>make a factory reset</u>?

- 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

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For your time
Thank you