

# User Guide

## Polycom IP 331

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- How to answer a call
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- 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
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- How to change the volume

## Voicemail & Call history

- How to listen to your voicemail
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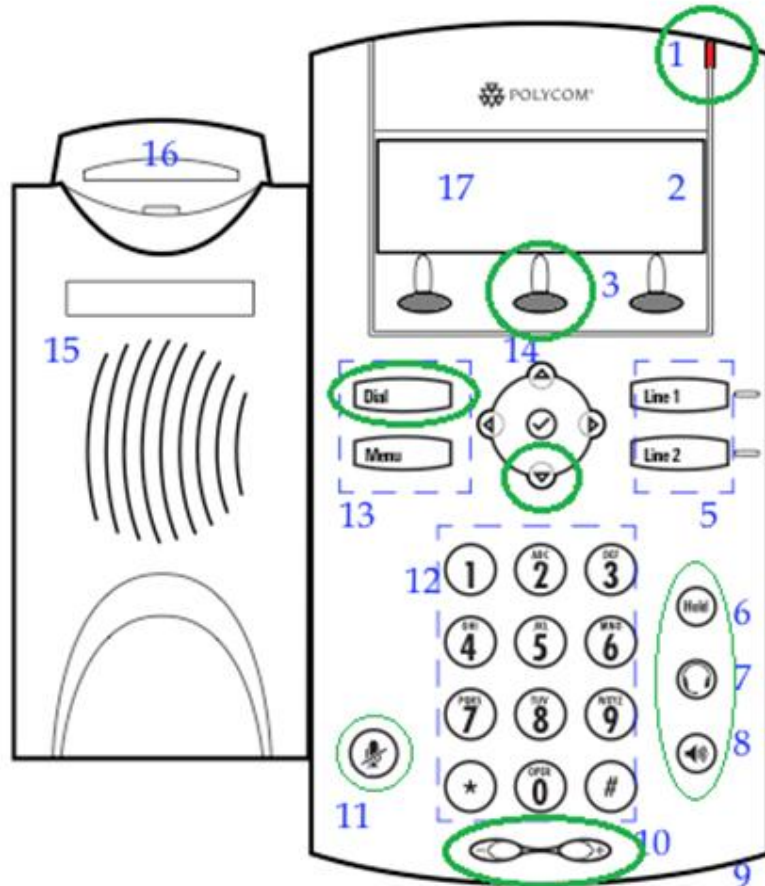
## Contacts management

- 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
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## Various

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- 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
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- 9 : Hands-free Microphone
- 10 : Volume keys
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- 12 : Dial pad
- 13 : Feature keys
- 14 : Display control keys
- 15 : Speaker
- 16 : Hookswitch
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# Basic telephony features

- 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 »

# Basic telephony features (2)

## • How to answer a call ?

- Using the **handset**:

1. Pick-up the handset

- Using the **speaker**:

1. Press the **Speaker** button (8)

OR 

2. Press **Line 1** (4) opposite the incoming call

OR 

3. 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 OR

- Replace the handset OR

- Press the **handsfree** button (8) if in handsfree speakerphone mode

## • How to redial a call ?

- To **redial** last number: press twice **Dial**

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

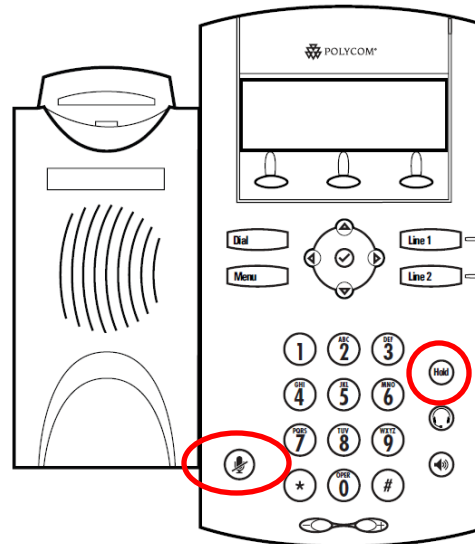
# Basic telephony features (3)

- 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.



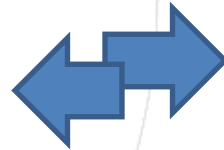
# Basic telephony features (4)

- 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.

# Basic telephony features (5)

- 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 3<sup>rd</sup> 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



# Basic telephony features (6)

- 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 3<sup>rd</sup> party sees : initial caller ID

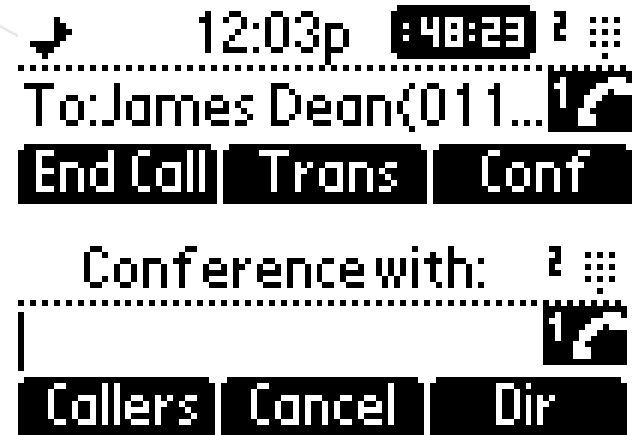
# Advanced telephony features

- 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 3<sup>rd</sup> person answers press again the **Conf** softkey

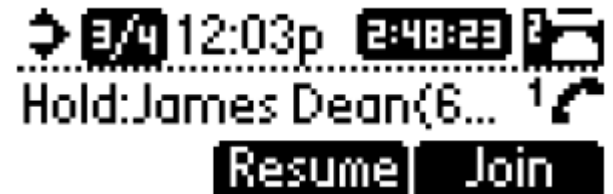
- To leave the conference, press the **End Call** softkey.  
*The other participants remain connected.*



## Advanced telephony features (2)

- 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

# Phone preferences

- 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



☰ Ring Type  
1  Silent Ring  
**Play** **Select**

# Phone preferences (2)

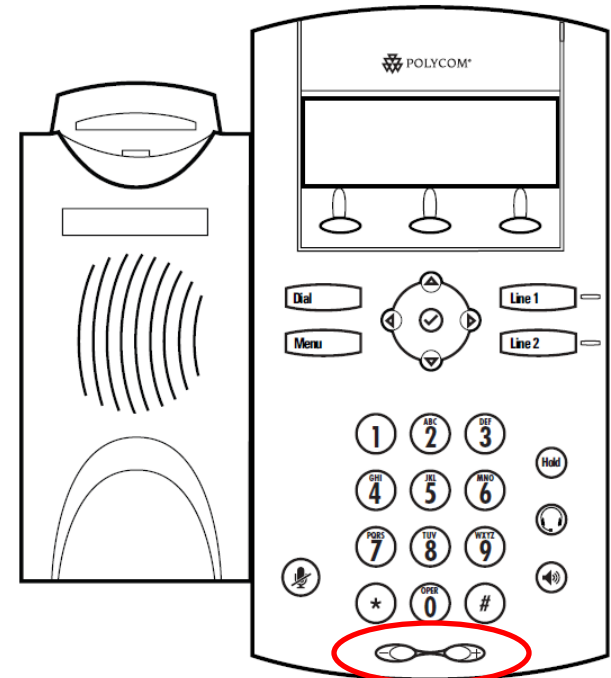
- How to change the language ?
  - Press on **Menu** (13)
  - By using the arrows, go to **Settings**
  - Select **Settings** by pressing on the **v** (in the middle of the arrows)
  - Select **Basic** by pressing **v**
  - Go to **Language** using the arrows
  - Press **v** to confirm your choice
  - *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)



# Phone preferences (3)

- How to adjust the volume ?

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



# Voicemails & Call history

- How to listen to your VoiceMails?

- 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 (1<sup>st</sup> softkey) \*



\* Feature availability dependent of configuration

# Voicemails & Call history (2)

- 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

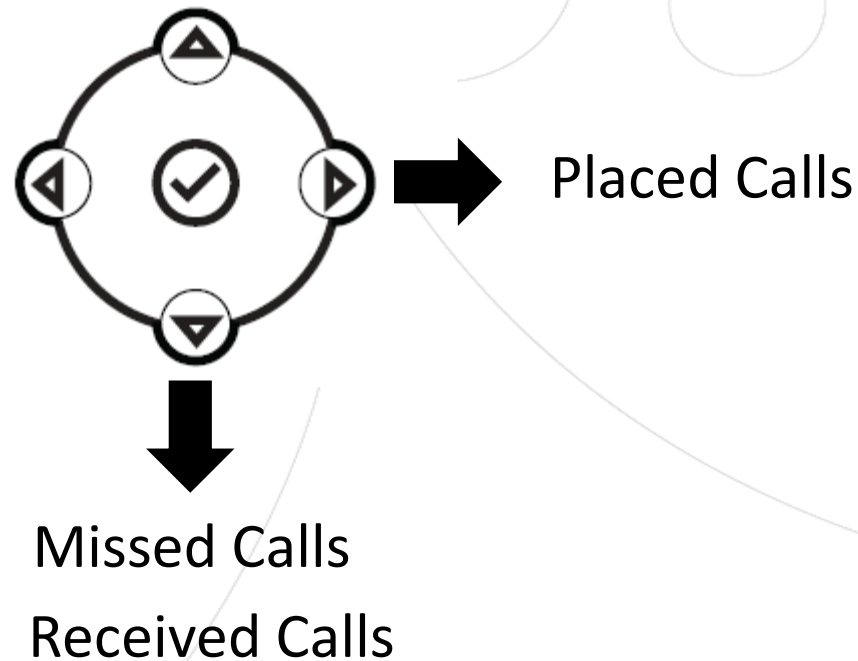
- Press **Menu (13) > Features > Call Lists > Placed Calls**
- Press the **Dial** button

\* May not be available depending on the phone configuration



# Voicemails & Call history (3)

- Other way to consult the Call history



# Voicemails & Call history (2)

- How to clear your Call history ?
  - Press **Menu (13) > Features > Call Lists > Clear**
  - Select **Received calls** or **Placed Calls**
  - Confirm by **Yes**

# Contact 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.2+, Belgacom Unify v.2+,..) local contacts are kept by default*
  - Add a contact
  - Edit a contact
  - Speed dial
  - Search
- Corporate directory: lookup on PBX \*

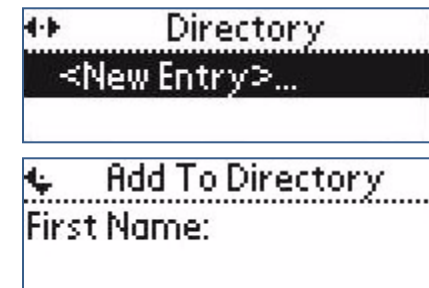
\* Feature availability dependent of configuration.

# Contact management (2)

- 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)



Directory  
<New Entry>...

Add To Directory  
-----  
First Name:

# Contact management (3)

- How to add a contact?

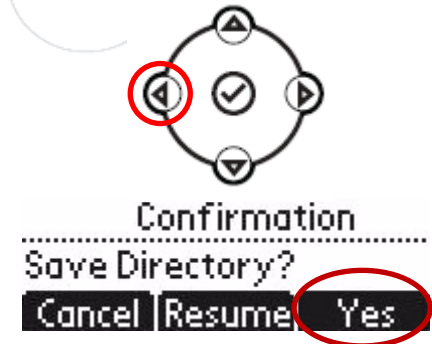
1. *Manual* add-on (part 2)

- 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

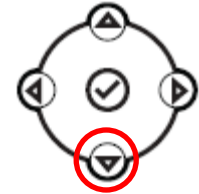


# Contact management (4)

- How to add a contact?

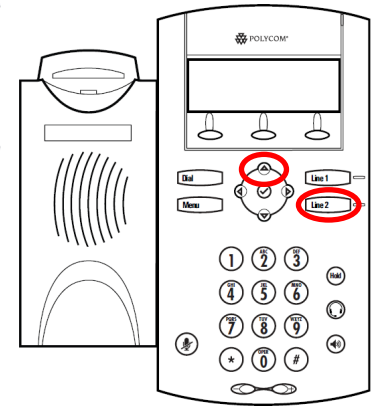
2. Add contact from *call lists (incoming / outgoing)*

- 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)



# Contact management (5)

- 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.

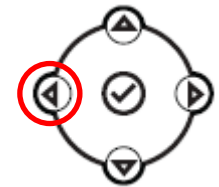
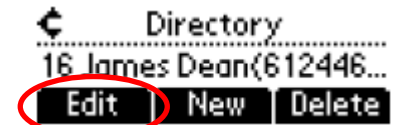


- How to call one of your Speed Dial?
  - Enter the **Speed Dial Index** on the **keypad** followed by #
  - Press **Line 2** to call your first Speed Dial
  - Use the **up arrow** to show all your Speed Dial's

# Contact management (6)

- 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

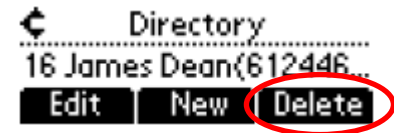


Do not forget the last 2 steps to save the contact



# Contact management (7)

- 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*



# Contact management (8)

- 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

# Corporate Directory

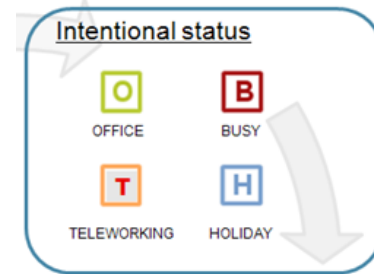
- How to search a contact in Corporate Directory? \*
  - From the home screen, look for the **Dir** softkey using the **More** softkey
  - Press the **Dir** softkey
  - Navigate to **Corp Dir** and press **v**
  - Search for a contact using the **dialpad**
    - e.g : to search “Tim”, press “8” 1x then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

\* Features availability dependent of configuration

# Idle display

- User extension & status

- The phone can display the **extension** & current **user status** \*
  - OFFICE
  - BUSY
  - TELEWORK
  - HOLIDAY
  - OUTOFFICE
- 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

# Reboot

- 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

# Phone reset

- How to clear user settings?

- *Reset user configuration: language, ringtone, directory*
- Press **Menu > Settings > Advanced**
- Enter the admin password: **456** 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: **456** 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*

# Phone reset (2)

- How to make a factory reset?

- *This will format the phone's filesystem*
- Press **Menu > Settings > Advanced**
- Enter the admin password: **456** 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*