

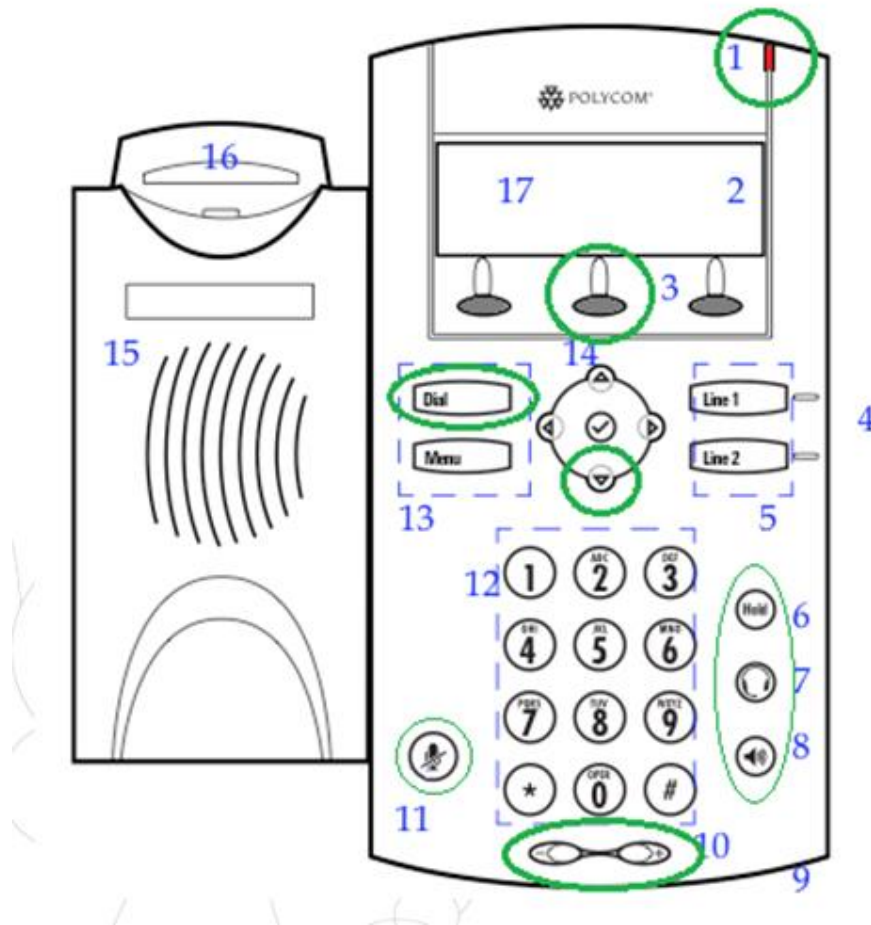
Polycom IP 331

User guide

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Polycom IP 331: Phone overview



- 1 : Message waiting indicator
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- 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

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

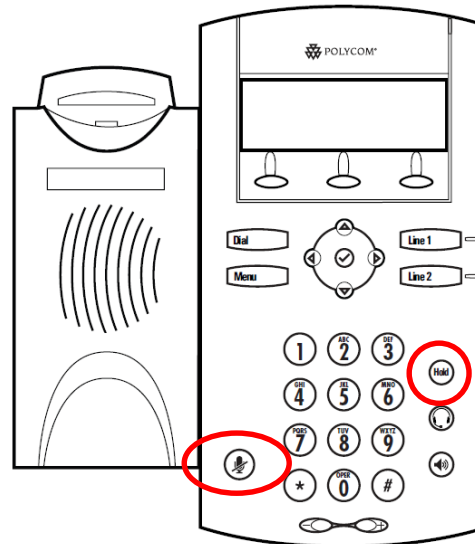
Basic telephony features (3)

- 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.



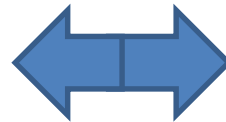
Basic telephony features (4)

- 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 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 *

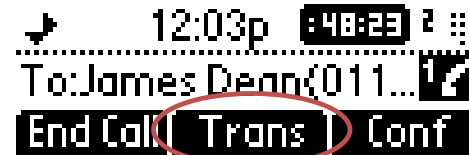
* The availability of the function depends on the configuration

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)

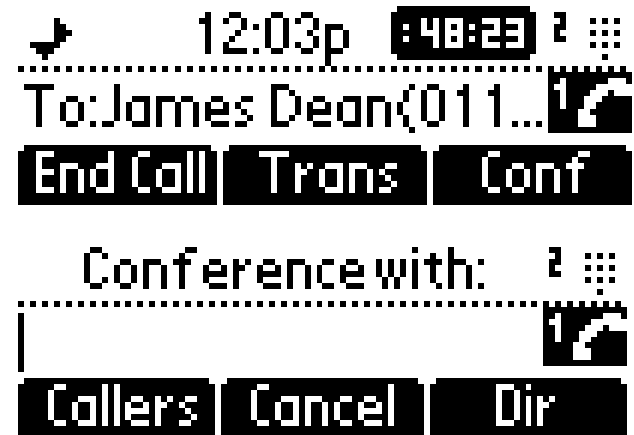
What the 3rd party sees : initial caller ID

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 3rd person answers press again the **Conf** softkey

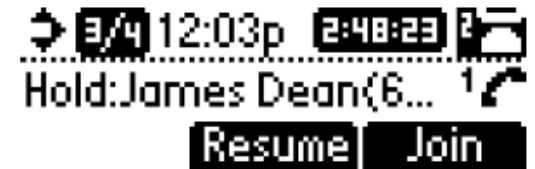
- To leave the conference, press the **End Call** softkey.
The other participants remain connected.



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



Phone preferences (2)

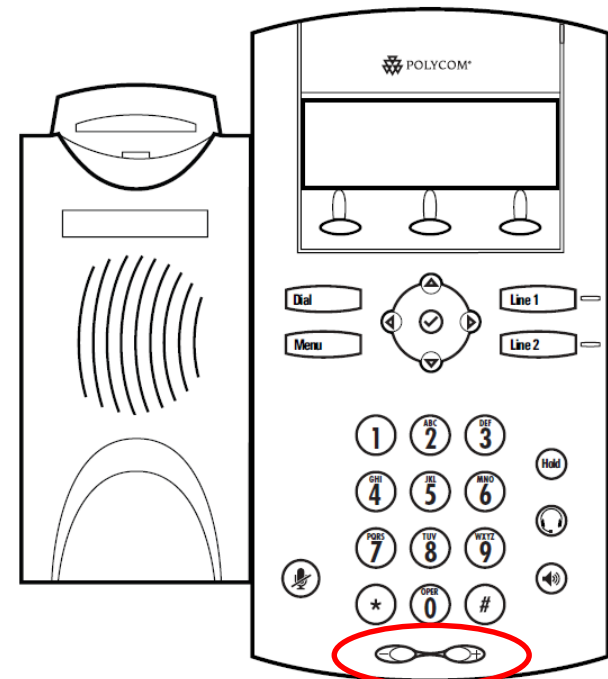
- How to change the language ?

If you want to change the language of your phone please contact your administrator so that he can modify the language of your phone resource on the SMP.

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 voicemail on your mobile phone
 - **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) *



* The availability of the feature depends on the 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) *

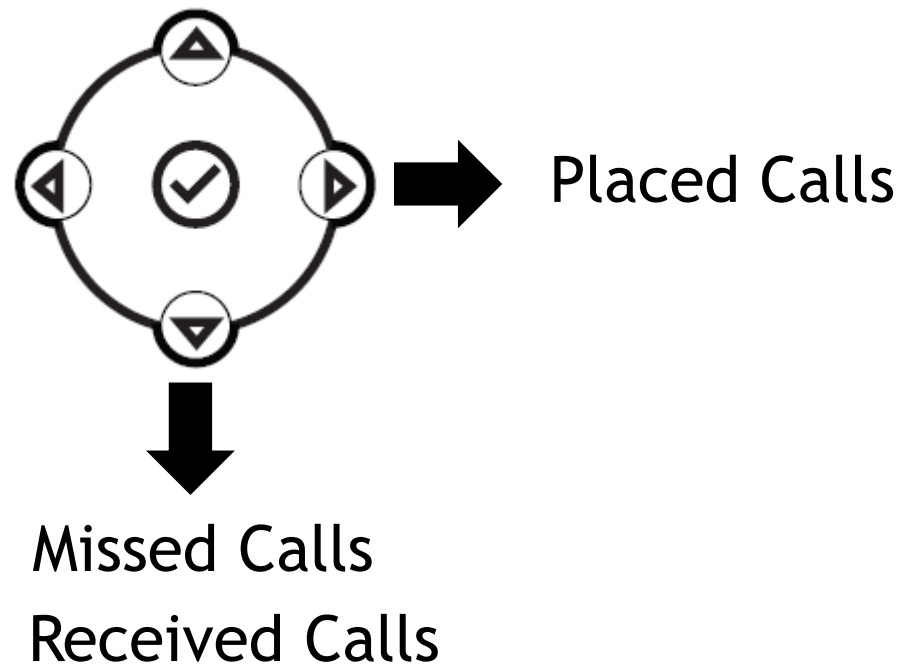
Placed calls

- 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 - Telephone local directory

Contact management (add, delete or update a contact) is managed via Escaux Connect.

The **local telephone directory** on your phone is **not** linked to Escaux Connect. As a consequence, all modifications to your contacts made via your phone directory (add, delete or update a contact via your phone directory) will be erased when your phone is rebooted.

We therefore advise you **not to use** the local telephone directory and to use Escaux Connect to store your local contacts.

The **speed dials** are managed via Escaux Connect but they are available via your phone: for more information see further.

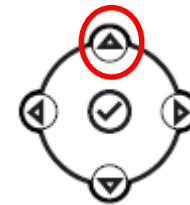
The **corporate directory** is available on your phone in read-only: see further.

Contact management - Speed dials

The speed dials are managed via Escaux Connect.

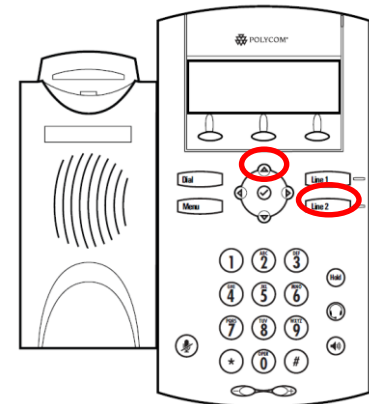
To access the list of speed dials on your phone click on **Menu > Features > Speed Dial**

You can also use the **up arrow** to show the list of available speed dials.



To call one of the speed dial numbers, enter the **Speed Dial Index** on the **keypad** followed by **#**.

You can also press **Line 2** to call the first Speed Dial in the list.



Corporate Directory

The **corporate directory** is linked to the PBX Corporate Directory and is available in read-only on your phone.

To access it, go to the **Home** screen and look for the **Dir** softkey using the **More** softkey. Press the **Dir** softkey and navigate to **Corp Dir**. Press then **v**.

You can search the Corporate Directory by typing your search query using the dialpad. You can press **Encoding** to change the encoding type and switch to capital letters or digits.

The search is carried out on the PBX Corporate Directory.

User status

- User extension and status change
 - The phone displays the **extension** & **current user status** *. Examples of possible status *: Office, busy, telework, holiday, out of the office,
 - The 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)

* The availability of the features depends on the 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
- 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
- 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
 - Press **Admin Settings > Reset to Default > Format File System**
 - *After some time the phone will reboot and get his default configuration from the SOP*