

# User guide

## Polycom IP 650

# Content

## 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

# Content

## Voicemail & call history

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

## Contacts management

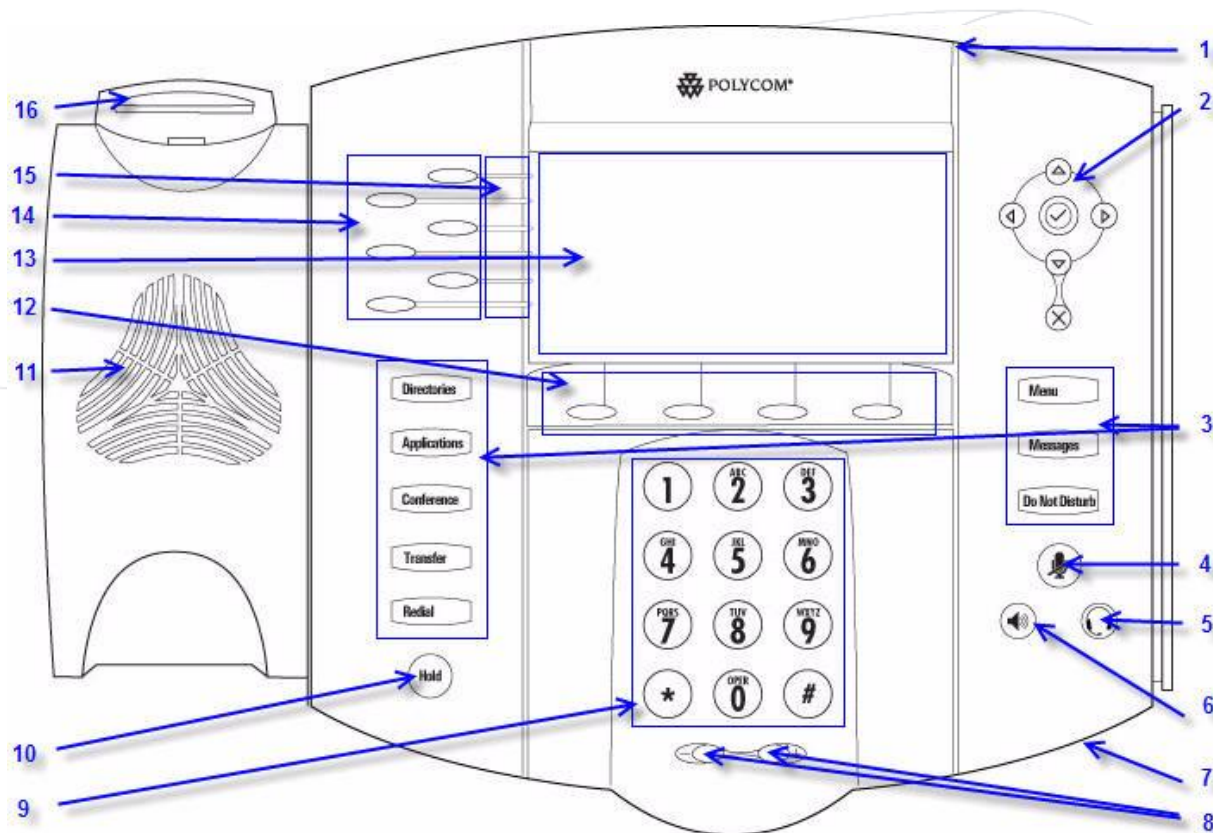
- How to add a contact
- How to edit a contact
- How to assign a speed dial to a contact
- How to call one of your speed dial

- 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



- 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 softbutton's are not used

# Basic telephony features

- How to place a call ?

- Using the **handset**:

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

- Using the **speaker**:

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

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

OR

2. Press the **blinking key** facing the incoming call

OR

3. Press the **Answer** soft key\*

Note :

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

## • How to terminate a call ?

- Press the **End Call** softkey

OR

- **Replace** the handset

OR

- Press **handsfree** button if in handsfree speaker mode

## • How to redial a call ?

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

\*A **soft key** is a phone key that has a different function depending on the phone status

# Basic telephony features (3)

- How to mute a call ?

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

- How to set a call on hold ?

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



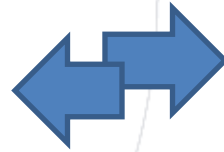
# Basic telephony features (4)

- How to transfer a call ?

2 options

## Blind transfer (1)

You transfer the call without speaking to the 3<sup>rd</sup> person and you forget the call



## Warm/Attended transfer (2)

You first speak to the 3<sup>rd</sup> person before transferring the call.



# Basic telephony features (5)

- How to do a warm transfer

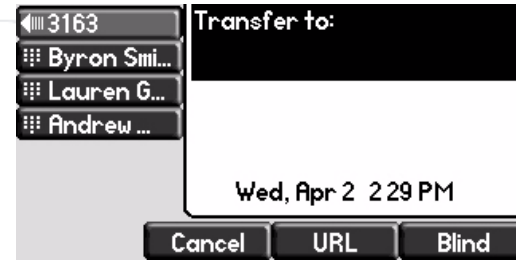
Press **Trnsfer** softkey during call  
OR **Transfer** button



*The active call is set on hold*

Enter **extension** to transfer to

When 3<sup>rd</sup> party answers :  
Press Trnsfer softkey  
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 dependent of configuration

# Basic telephony features (6)

- How to do a blind transfer ?

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



*The active call is set on hold*



Press the **blind** softkey

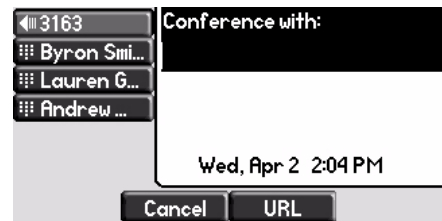
Enter **extension** to transfer to

Call is connected to the 3<sup>rd</sup> party

3rd party sees : initial caller ID

# Advanced telephony features

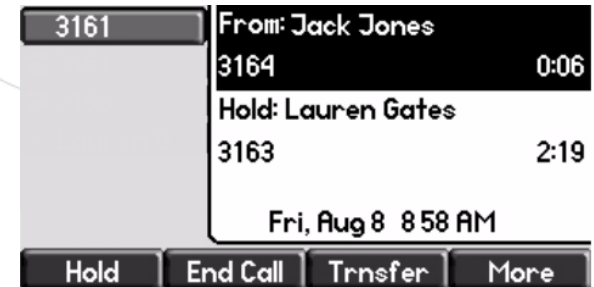
- How to make a conference call with 3 people ?
  - Initiate a 3-party conference call directly via your phone
    1. Call the first person
    2. During the call, press the softkey **Conf** OR button **Conference**. *The current call is set on hold.*
    3. Call the 3<sup>rd</sup> party
    4. When 3<sup>rd</sup> person answers, click again on button **Conference** or softkey **Conf**
  - To end the conference, click on the **EndCall** softkey. The other participants remain connected.



## Advanced telephony features (2)

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

- You receive a **beep** when new call comes in
- You see the 2<sup>nd</sup> 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




- How to switch between active calls ?

- 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

# Phone preferences


- How to change the ringtone ?

- Click on **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



# Phone preferences (2)

- 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



# Phone preferences (3)



- How to adjust the volume



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



# Voicemail & Call history

- 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 
    - Choose Message Center via the softkey **Select**
    - The messages statuses comes up (New & Old)
    - Press **Connect** to go directly to your Voicemail

\* Disponibilité de la fonction dépendante de la configuration

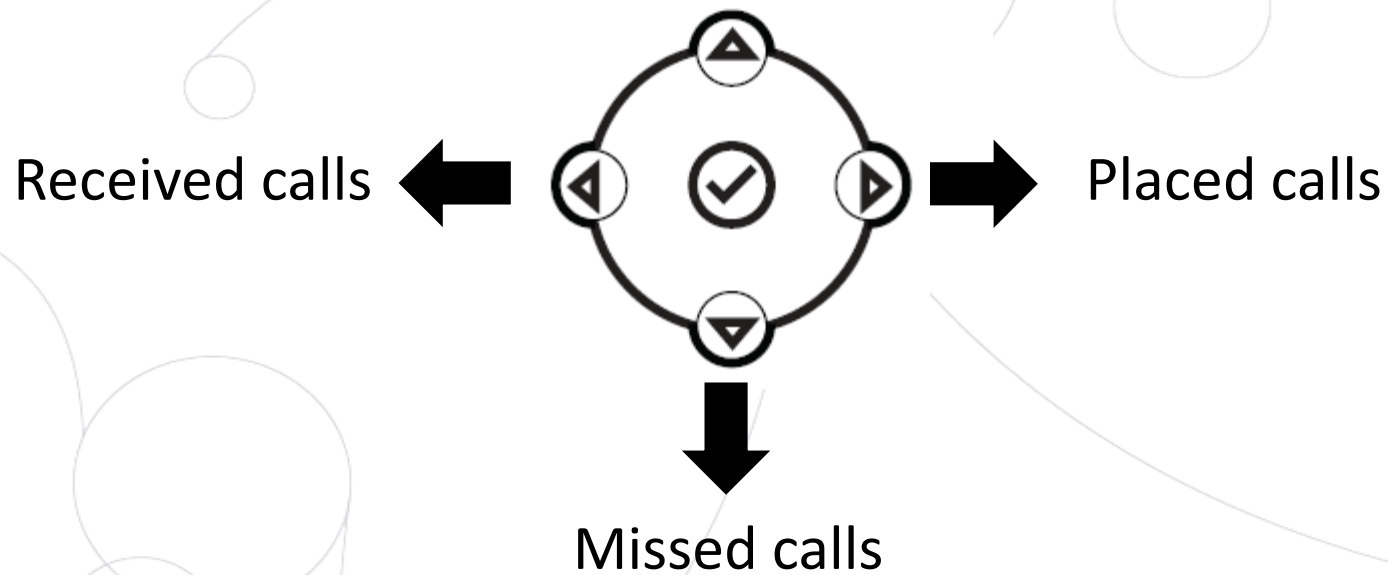


# Voicemail & Call history (2)

- How to consult your call history ?
  - 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

## Voicemail & Call history (3)

- Other way to consult the Call History



# Voicemail & Call history (4)

- How to clear your Call History ?
  - 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.2+, Belgacom Unify v.2+,..) local contacts are kept by default*
  - Add a contact
  - Edit a contact
  - Speed dials
  - Search
- Corporate directory : lookup on PBX \*

\* Feature availability dependent of configuration

# Contacts management (2)

- How to add a contact

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 speed 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: [Redacted]

Last Name: [Redacted]

Contact: [Redacted]

Speed Dial Index: 4

Save 1/A/a Cancel Encoding

# Contacts management (3)

- How to add 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



- 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

# Contacts management (4)

- How to edit 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

# Contacts 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 (on top of the screen) = your own extension*
  - *Second & next Speed Dials = your defined speed dials*
  - *There are 5 possible Speed Dial buttons*
  - Speed dial index can be modified in the **Contact Directory, not Speed Dial view.** (See next slide)
- How to call one of your Speed Dials ?
  - 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





# Contacts management(6)

- How to delete a contact

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



Directories

The diagram illustrates a mobile phone interface. A button labeled 'Directories' is shown. Below it, there are two circular icons representing navigation arrows (up and down). The entire interface is overlaid with a decorative pattern of overlapping circles and lines.

# Contacts management (7)

- How to search a contact ?

- Press **Directories** button
- 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

Directories



Directory Search (a/Ascii)

First Name: Carol

Last Name: Scott

Search 1/A/a Cancel Encoding

# Corporate directory

- How to search a contact in the Corporate Directory ?

- Press **Directories** button
- 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

\* Feature availability dependent of configuration



Directories

# 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** + **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

# 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 ?

- *Remise à zéro de la configuration réseau*
- Appuyer sur **Menu > Configuration > Avancé**
- Entrer le mot de passe administrateur : **456** par défaut
- Appuyer sur **Paramètres de l'administrateur > Réinit.config défaut > Réinit param poste**
- *Après quelques instants, le téléphone va redémarrer et reprendre la configuration réseau depuis le 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*