

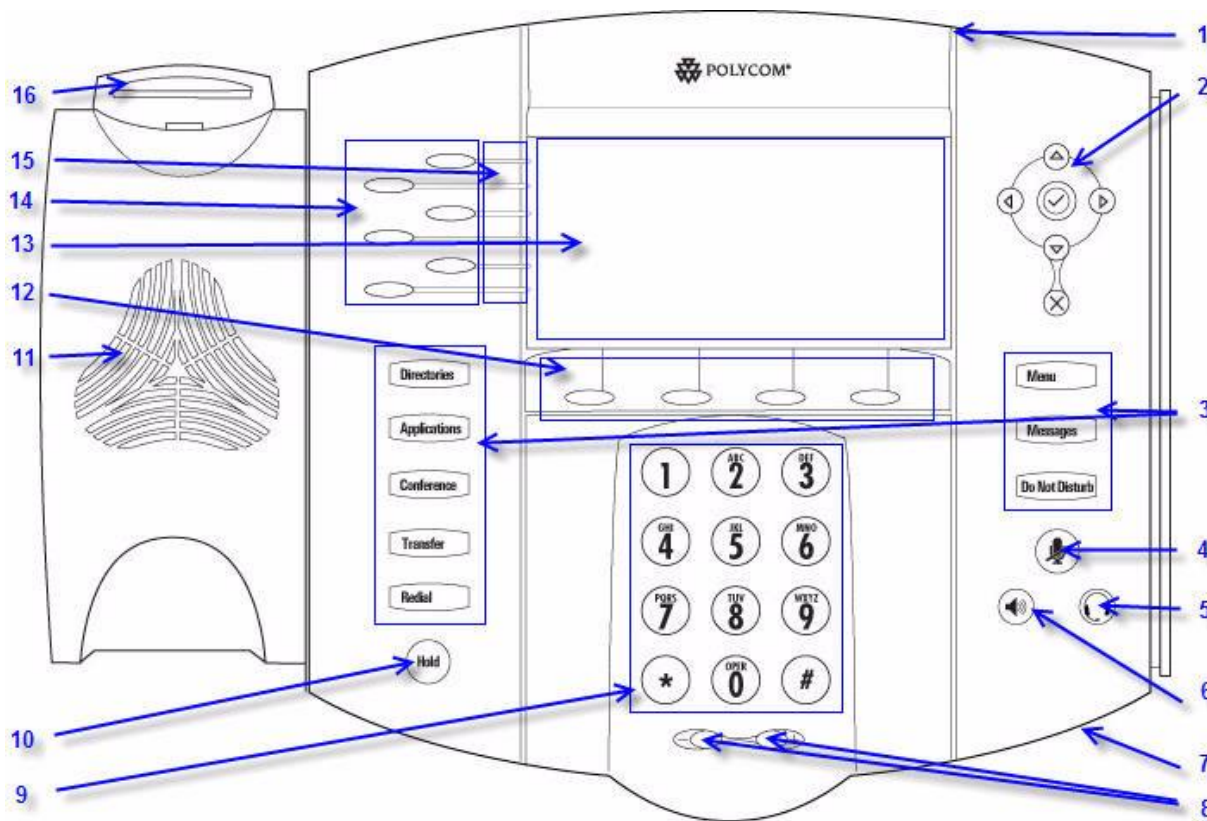
Polycom IP 650

User Guide

- Phone Overview
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 - 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
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 - How to change the language
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- Voicemail & call history
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 - How to consult the call history
 - How to clear the call history
- Contact management
 - Telephone local directory
 - Speed dials
 - Corporate directory
- Various
 - 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

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 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
- **Replace** the handset OR
- Press **handsfree** button OR
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.



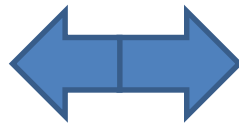
Basic telephony features (4)

- How to transfer a call ?

2 options

Blind transfer (1)

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



Warm/Attended transfer (2)

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

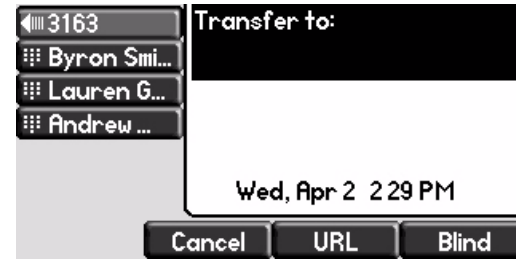
Basic telephony features (5)

- 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 3rd 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 *

* The feature depends on the configuration

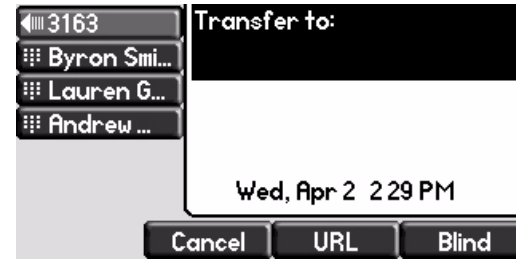
Basic telephony features

- 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

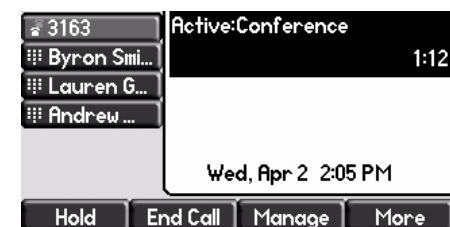
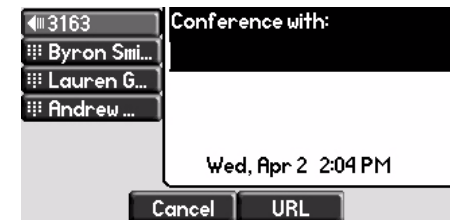
Enter **extension** to transfer to

Call is connected to the 3rd party

3rd party sees : initial caller ID

Advanced telephony features

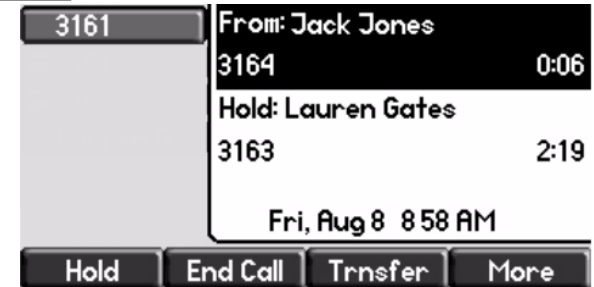
- How to make a conference call with 3 people ?
 - Initiate a 3-party conference call directly via your phone
 1. Call the first person
 2. During the call, press the softkey **Conf** OR button **Conference**. *The current call is set on hold.*
 3. Call the 3rd party
 4. When 3rd person answers, click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



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 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




- 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 ?

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



- 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 voicemail on your mobile phone
 - **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

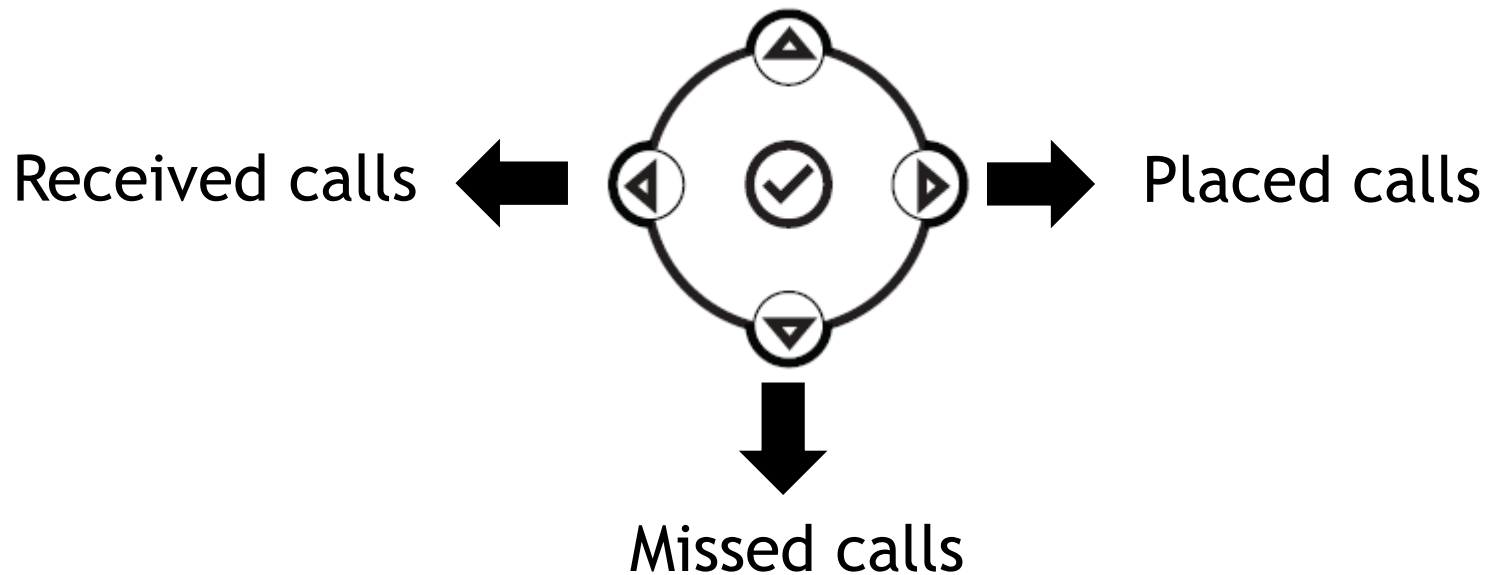
* Availability of the function depends on the configuration

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**

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, use the **up arrow**:



To call one of your speed dial numbers, press the **up arrow** key followed by the speed dial number of the contact you wish to call.

Contact Management - Corporate Directory

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



To access it, press **Home**, select **Directories** then **Corporate Directory**.

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. Press **Submit** when finished.

The search is carried out on the PBX Corporate Directory and based on last name and first name.

You can also use the **Advanced Find (AdvFind)** option to search on the last name, first name and phone numbers separately.

Press **Dial** to call the extension.

Press **More** and **View** to see the contact details and dial a specific number.

- 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

- 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*