Short manual Polycom IP 331/321

Softbuttons
Linebuttons
Dial
Hold
Menu
Arrow keys
Headset
Handsfree
Mute
Volume

Making a call:

- **When using the handset:**
  Take the handset from the phone and dial the number or dial the number first and then take the handset from the phone.
- **When using the hands free function:**
  When the handset is still on the phone: press the line-button or select the softbutton 'New' and dial a phone number.
- **When using a headset:**

  Select the ⌒ button, press the line button or select 'New'
  Enter the desired phone number.

  During the call it is possible to switch to the handset, the headset⌒ or hands free🔊 .

Answering a call:

- **When using the handset:**
  Take the handset from the phone or press the flashing line button.
- **When using the hands free function:**

  Press the speaker button🔊 , the flashing line button or "Answer".
- **When using the headset:**

  Press the headset button ⌒.

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Rejecting a call

- With the softbutton "More" and "Reject" you let the caller know that you are not available.
- The caller will hear the text: "Your call cannot be answered" or something similar.
- The caller will then be able to leave a message (if Voicemail is installed).
  See **Voicemail** for information about how the messages can be heard.

Ending a call

- **When using the handset:**
  Put the handset back on the phone or press "End call".
- **When using the hands free function:**

  Press the speaker button
- **When using the headset:**

  Press the headset button or press "End call".

Turning off the microphone:

- During the call press the mute button to turn off the microphone.
- You will still hear the person you're calling with, but he will not hear you.

Putting a call on hold:

- During the call press the hold button or the softbutton "hold" on the display to put the call on hold.
- To get the call out of hold press one of the hold buttons again.

Making a conference call:

During the call:

- Press "Join" to start a second call (the first call will be put on hold).
- Call the second person.
- When the second person answers, press "Join" again to join the two calls.

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Forwarding a call

- During the call press "Transfer". The active call will be put on hold.
- Dial the number to where you want to forward the call.
- Press "Blind" to forward the call without an announcement.
- When you want to forward the call with an announcement, wait until the other person answers the call, say that you're going to forward the call and press "Transfer" again.
- Forwarding can always be cancelled by clicking "Cancel".

Automatic call forwarding

- Use the so called prefixes:
- Press * and then one of the following numbers (take the horn from the phone or press "Dial" after the number)
- *72: Always forward (check with *21*)
- *73: Cancel always forward
- *90: Forward when in call (check with *67*)
- *91: Cancel forward when in call
- *92: Forward when not available (Check with *61*)
- *93: Cancel forward when not available
- Fill in the desired internal or external phone number and press #.

Enable do not disturb

- Press the menu button [Menu]
- Select (1) Features
- Select (2) Do not disturb
- Select (1) Activate
- Press menu again to go back
- On the Home display you'll see a cross **X** after your phone number.
- When you do not have a Voicemail, the caller will hear an in-call tone.

Disable do not disturb

- Redo the actions for enabling do not disturb
- On the display you'll now see a phone symbol ☎ after your phone number.

Redial a number

- Press the dial button [Dial] to see a list of the last chosen numbers and to redial one of those numbers.

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Information about calls

- Press the Menu Button Menu
- Select (1): "Features"
- Select (5): "Phonelists"
- Select one of call-lists with the number keys or the arrow keys.
- With (3) "Delete" you can delete a list.

Voicemail

- If this is enabled, voicemails will be sent to your preconfigured e-mail address.

The phonebook

To add a contact to the local phonebook:

- Press the menu button Menu
- Select (1): "Features"
- Select (4): "Contact directory"
- With the arrow keys and √ select "New" to add a contact
- Enter the first and last name using the keypad (SMS-method)
- To confirm the input you press the softbutton "OK"
- Use the down arrow key to go to the next input field, press √ to get an empty input field.
- After the connection number you press the right arrow key to save the list (the other fields have no function)
- Press Menu Menu to go back

Search contacts

- Press the menu button Menu
- Select (1): "Features"
- Select (4): "Contact directory"
- Select the contact with the number or arrow keys
- Press the Dial button Dial to call

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Edit/Delete Contacts

- Press the menu button `Menu`
- Select (1): "Features"
- Select (4): "Contact directory"
- Select the contact with the number or arrow keys
- Press $\sqrt{}$ to confirm
- Press "Edit" to edit the data of the contact
- See **The phonebook** for instructions how to edit

Change the volume

- With this button ⊖───⊕ you can change the call volume (when the phone rings).
- Press + or – to change the volume of de handset, the headset or the speaker.

Ringtone

It is possible to choose different ringtones. This is done via the menu. You can select with the softbutton "Select" or with the checkmark between the arrow keys.

- Press the Menu button `Menu`
- Select (3): "Settings"
- Select (1): "Basic"
- Select (3): "Call type"
- Use the arrow keys to select the desired ringtone
- Select "Play" to listen to the ringtone
- Press "Select" to set the ringtone
- Press Menu to go back

Configuring the headset

To use a headset to call you have to change some settings on the phone.

- Press the Menu button `Menu`
- Select (3): "Settings"
- Select (1): "Basic"
- Select (1): "Preferences"
- Select (4): "Headset"
- Select (1): "Headset settings"
- Select (2): "Enabled"
- To disable the headset function you repeat the above steps and select "Disabled"

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Rebooting the phone

Sometimes it is necessary to reboot the phone for software updates, updating configurations etc.
You can do this in 2 ways:

1. Press the Menu button
   Select (3): "Settings"
   Select (1): "Basic"
   Select (8): "Reboot Phone"
2. Turning the power off and on (disconnect and reconnect the power cable)

The phone will reboot and after loading the files it will be ready to use again.

Configuring the display contrast

- Press the Menu button
- Select (3): "Settings"
- Select (1): "Basic"
- Select (2): "Contrast"
- Select Down/Up to change the contrast
- Select "Save"
- Press Menu to go back