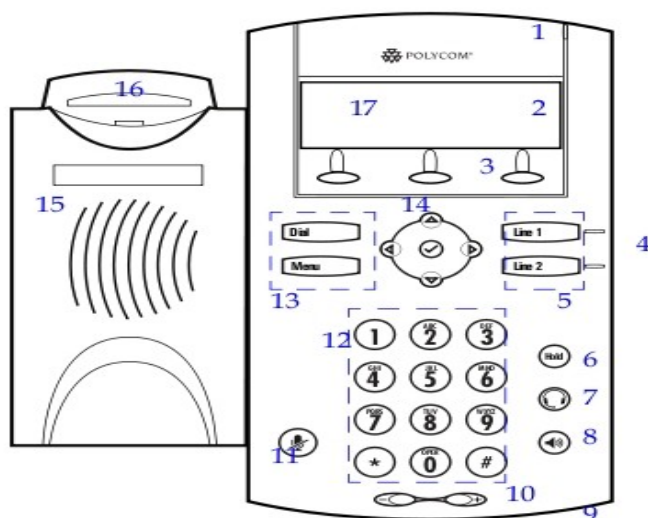# Polycom IP 331 Phone User Guide

Table of Content

VoIP

rif.	ELEMENT	DESCRIPTION
1	led "new messages"	indicates one or more new voice mail messages
2	lines icons	• ☎ registered line • ☎ unregistered line • ✉ voice-mail/mesages • ⌐ ringing • ↰ call forward • ✗ do not disturb
3	`software` keys	automatically labeled to identify their context-sensitive functions
4	individual multi-colour LEDs display	• solid green: active call in progress • fast flashing green: incoming (outgoing) call • flashing red: call on hold • red: line busy (shared lines)
5	line keys Line 1 Line 2	to activate up to two lines that can be assigned to phone
6	hold Hold	holds an active call or resumes an held call
11	headset 🎧	allow you to place and receive calls through an headset (optionally)
8	speaker-phone 🔊	allow for hands-free communication during calls
9	hands-free microphone	picks up audio during hands-free calls
10	volume keys ⊖―⊕	adjust the volume of the handset, headset, speaker, and ringer
11	microphone mute	mutes audio transmission during calls and conference
12	dial pad 🎤	provides the 10 digits, star key, the alphabetic characters, and special characters available in context-sensitive applications
13	feature keys	
	Dial	dials phone numbers or allows you to view the placed call list
	Menu	access features of your phone
14	arrow keys	

	⊿ ⊽ ◁ ▷	scroll through displayed information or option
	✓	select a field of displayed data
15	speakers	for ringer and hands-free audio output
16	hook-switch	
17	graphic display	shows information about calls/messages/soft-keys/time/services

BASIC PHONE FEATURES

PLACING CALLS

Using the handset:
- enter the number, pick up the handset

Using the speaker-phone, with the handset on-hook:
- press `New Call`, dial the number then press `Dial`

or
- dial the number then press `Dial`

or
- dial the number, press 🔊

Using the optional headset, with the headset replaced :

- dial the number, press 🎧

or
- press `New Call` then press 🎧, dial the number then press `Dial`

The engaged line key glows green.
During a call, you can alternate between modes by pressing the Headset or Speakerphone soft keys or picking up the handset .

ANSWERING CALLS

Using the speakerphone:

- press one of the following: 🔊, the flashing line key or the soft key `Answer`

Using the handset:
- pick up the handset

Using optional headset:

- press 🎧

*You can **ignore a call** by pressing* `Ignore` *then if you press* `Reject`*, the calling party receives a **busy** signal and the call will be forwarded to the voice mail (if enabled).*

ENDING CALLS

- replace the handset

or

- press `End Call`

or

- press , if you are using the hands-free speaker

or

- press , if you are using the headset.

MUTING THE MICROPHONE

- during a call, press

The exclusion of the microphone is indicated by a little red light and an icon in the centre of the display. Mute applies to all modes. You can hear all the other parties while Mute is enabled, but the other parties cannot hear you.

To turn off Mute, press again

HOLDING AND RESUMING CALLS

- during a call, press

The line key flashes red. While the call is on hold, you can place another call and then answer the first call

To **resume the call on hold**:

- press

or

- press `Resume`

or

- press the flashing line key

The line key glows green again

REDIALLING NUMBERS

Press select the number with the arrow keys then do one of the method to placing calls.

To call the last number you dialled, press twice.

TRANSFERRING CALLS

To transfer an **ongoing** call:
1. during a call, press `Trans`, the active call is placed on hold
2. place a call to the party to whom you want to transfer the call
3. press `Dial`
4. hold until your call is answered by the second party, then press the `Trans` again
5. you can now replace the handset

blind transfer (the transfer is unannounced):
1. during a call, press `Trans`. the active call is placed on hold
2. press `Blind`
3. enter the number of the party to whom you want to transfer the call
4. press `Dial`
5. you can now replace the handset

FORWARDING CALLS

You can redirect ALL incoming calls to another phone number

To **enable** call forwarding:
1. from the idle screen, press `Forward`
2. enter a number to forward calls to
3. press `Enter`

A voice message confirms that call forwarding is enabled

To **disable** call forwarding:
1. from the idle screen, press `Forward`
2. dial "0"
3. press `Enter`

A voice message confirms that call forwarding is disabled

When call forwarding has been completed successfully, a call forward icon →, followed by the number to whom the call has been forwarded to, will appear on your phone display (the icon may appear with up to 30 seconds delay)

Speed Dialling

To quickly compose a number, you can use the abbreviated index numbering or the speed dial key for a single touch dialing.

Using a speed dial index number:
- press the Up arrow △ , and then enter the contact's speed dial index number

or
- enter the speed dial index followed by the # key, then press [Dial] or pick up the handset

Using the speed dial key:
- press the [Line 2] key to call the number associated with

Press and hold the unassigned [Line 2] key from the idle display to associate a speed dial index for single touch dialing.

To **add** or **edit** a speed dial index number for a contact see the section Updating Contact Directory

Using Do Not Disturb (DND)

To enable/disable Do Not Disturb (DND)
- press the soft key DND

or
- press [Menu] → **1. Features...** → **2. Do Not Disturb...**→ **1. Enable**

When DND is enabled, ✖ flashes on the screen and the line appears engaged. If enabled, calls are forwarded to the Voicemail, or to the number set as "Call Forwarding on Busy" (this setting is accessible from the WEB only).
Note: if the phone is reset, all DND settings are disabled.

VoiceMail

A voicemail icon on the phone screen ✉, a flashing red line key, and a stutter dial tone in place of the normal dial tone indicate one or more new voice mail messages

e.g.: ✉ (1/3) → you have 3 messages, one is a new message

To listen to voice messages:
1. press [Menu] → **1. Features...** → **1. Messages...**→ **1. Messages Center**
2. follow the voice prompts

The number of messages on your display is updated with up to 30 seconds delay, the tone and the flashing light are immediate.

VIEWING CALL LISTS

Shortcuts:
- **missed** calls: are cyclically displayed on the top of the display
- **received** calls: ▽ down arrow
- **placed** calls: ▷ right arrow

Select a call from any list, and do the following:
- to **place** a call press `Dial`
- to **remove** the call from the list, press ⊘ → `Delete`
- to **store** the contact in your Contact Directory, press ⊘ → `Save`
- to **view** information about the call (date/time), press ⊘→ `Info`

or:
- press `Menu` → **1. Features...** → **6. Call Lists...** → **1. Received calls...** [**2. Placed calls...**]

THREE-PARTY CALLS

You can add a third party to a conversation. During a call:
1. select the `Confrnc` soft key (the call is placed on hold);
2. call the second party (the communication is now with the second participant only)
3. press the `Confrnc` soft key again. You are currently in a conference call. The message **Active: Conference** is displayed on your phone screen.

Press `Split` to split the conference, both parties will be on hold. Press `EndCall` or hang up to end a conference call (the other parties will continue to be connected).

UNIVERSITY DIRECTORY

1. press `Direct...`
2. select the voice **2. Corporate Directory...**
3. type the search string (e.g.: first or last name)

Simple search:
4. press `Submit`
5. select the contact from the list and press `Dial` or pick up the phone to call

Advanced search:
4. press `AdvFind` → `Modify` use fields First Name / Last Name / Phone to search by name/Surname/phone number
5. press `Submit`
6. select the desired contact from the list and press `Dial` or pick up the phone to call

VoIP

CUSTOMIZING YOUR PHONE

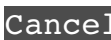## CONTACT DIRECTORY

To add or edit a contact:

1. press `Menu`, then select **1. Features... → 4. Contact Directory...**
2. to add a contact, move through the fields with the arrows and press ⊘ to select
3. press `Ok` or `Cancel` to accept or cancel changes
4. press ◁ to end contact's data entry
5. press the `Yes` or `Cancel` to accept or cancel changes.

To assign a new speed dial index:

1. press `Menu`, then select **1. Features... → 4. Contact Directory...**
2. use the arrows to scroll through the list to find the contact, the press ⊘ to select
3. press `Edit` and then repeatedly ▽ until the speed dial index appears and press ⊘ to select
4. enter the speed dial index then `Ok` or `Cancel` to accept or cancel changes

To search for contacts in the local directory:

1. press `Menu`, then select **1. Features... → 4. Contact Directory...**
2. in the search line, enter the first few characters of the contacts's **last name** using the dial pad
3. press `Dial` or pick up the phone to place the call.

ADJUSTING SPEAKER AND RINGER VOLUME

To change the incoming ring tone:

During a call press, + or – ⊂◯━━◯⁺

To change the ringer volume:

When the phone is in the idle state, press + or – ⊂◯━━◯⁺

You can also prevent your phone from ringing (see the Using Do Not Disturb (DND) section) or you can choose a silent ring for your phone (see the Customizing ring tones section).

CUSTOMIZING RING TONES

To change the incoming ring tone:

1. press `Menu`, and then select **3. Settings... → 1. Basic...→ 3. Ring Type...**
2. scroll to the ring type you want; to hear the ring type before you select it, press `Play`
3. press `Select`
4. press `Menu` or ◁

ON DEMAND SERVICES

CALL PICKUP GROUP

To activate the call pickup group the head of the office must send each extension number of the call pickup group to the Phone office.

You can answer a call intended for a number in the same call pickup group.

To answer a call (for another user of the team):
1. pick up the phone
2. press `Group`

The call is still registered in the list of missed calls of the phone to which it was intended.

MEET-ME

You have to book the conference room at the Phone office. Phone office will provide the number of the conference with its access code.
Multiple users can participate in the conference call by calling the assigned number and entering the access code.

To join the conference:
1. call the conference number
2. when requested enter the access code followed by the pound key (#)