

PLACING A CALL

Using the Handset

• Pick up the handset and dial a number or dial a number first, and then pick up the handset.

Using the hands-free Speakerphone

- With the handset on-hook, press the [NewCall] soft key.
- Dial the number. Or dial the number, and then press the (Dial) key.

ANSWERING A CALL

Using the Handset

• Pick up the handset.

Using the Speakerphone:

- Press the speaker button 🖤 or the [Answer] softkey
- Incoming calls may be ignored by pressing the **[Ignore]** soft key during ringing.

ENDING A CALL

Using the Handset

• Hang up or press [EndCall] soft key

Using the Speakerphone

Press the speaker button ¹ or the [EndCall] button

MICROPHONE MUTE

- During a call, press the microphone mute 🥙 button.
- Mute applies to all modes: headset and hands-free.
- You can hear all other parties while Mute is enabled.
- To turn off Mute, press the microphone mute ¹⁰⁰ button again.

CALL HOLD & RESUME

During a call, press the

🔍 (Hold) button.

Press the *Vertice* (Hold) again or the [Resume] soft key to retrieve the call.

TO CREATE A THREE-WAY CONFERENCE (3 WAY) CALL

- Call the first party.
- Press [Conf] soft key to create a new call (the active call is placed on hold).
- Place a call to the second party.
- When the second party answers, press or the **[Conf]** soft key again to join all parties in the conference.
- When a conference has been established, pressing the **[Split]** soft key will split the conference into two calls on hold.
- Placing the call on hold on the conference originator's phone will place the entire conference on hold.
- A conference may be created at any time between an active call and a call on hold (on the same or another line) by pressing the [Join] soft key.

• Ending the call on the conference originator's phone will allow the other parties to continue the conference.

CALL TRANSFER

- During a call, press the **[Trans]** soft key, the active call will be placed on hold.
- Place a call to the party (Number or Extension) to which you want to transfer the call.
- After speaking with the second party press the **[Trans]** soft key to complete the transfer.
- Press the [Blind] soft key to transfer the call without speaking to the second party.
- Transfer may be cancelled during establishment by pressing the **[Cancel]** soft key. The original call is then resumed.

CALL FORWARDING

To enable call forwarding

- Press the (Menu) key and select 1-[Features], and then 3-[Forward].
- Select conditional forwarding option (Always, No Answer, Busy) then enter a number to forward future calls to.
- Press the **[Enable]** soft key to confirm Call Forwarding. A moving arrow icon appears for that line to confirm Call Forwarding is enabled.

Note: Some creative arrow work using the left up down and center **(V)** button is required to enable that option.

To disable call forwarding

- Press the (Menu) key and select 1-[Features], and then 3-[Forward].
- Press the [Disable] soft key.

Note: Some creative arrow work using the left up down and center **(V)** button is required to disable that option.

REDIAL

PRESS THE (DIAL) KEY TO DISPLAY THE PLACED CALL LIST. PRESS (^) AND (V) ARROW KEYS OR HOLD DOWN (^) AND (V) ARROW KEYS AND TO SCROLL TO SEARCH FOR THE DESIRED NUMBER. PRESS THE (DIAL) KEY AGAIN.

DO NOT DISTURB

- Press (Menu) select 1-[Features], select 2-[Do Not Disturb] to prevent the phone from ringing on incoming calls.
- A Do Not Disturb message appears to confirm that Do Not Disturb is enabled.
- Repeat the above process to turn off the Do Not Disturb.

CALL LISTS

- Press the [Callers] soft key to view the Received Call list.
- or
- Press (Menu), 1-[Features] followed by 5-[Call Lists], then select Received, or Placed Calls as desired. Information on respective calls will be displayed.

From this screen, choose the appropriate soft key

• Info to view detailed call information.

- Save to store the contact to the Contact Directory – Saving is volatile unless performed from the Phone.com control panel, as the phone re-loads the list from the server each time it reboots.
- **Delete** to delete the call from the list.
- Press (<) repeatedly to return to the idle display.

VOICE MAIL

The Message Waiting Indicator LED on the front of the phone will flash. **Messages Button**

- If only using one line on this two-line phone, the **(Line 2)** key will instead become a one-touch dial to the voice mailbox. If using two lines on the phone, one-touch accessibility to voicemail is disabled, unless new messages are waiting.
- The first softkey will always change from **[NewCall]** to **[Msgs]** when there is a new voicemail in the inbox.
- Once the message is marked as read, the softkey will return to [NewCall].

To listen to voice messages

1. Press (Messages) Key

Note this key maybe labeled **(Line 2)**, you should have a replacement key cover in the original box of the phone with the Messages label on it).

2. Follow voice prompts to listen to messages.

Note: The specific Voicemail extension has to be selected in the Control Panel to enable the phone to open a different Voicemail box than the default one associated with the Phone extension number.

To access voicemail without the one-touch method

- Dial **#86** or press the **Menu** key
- Select "1 Features..."
- Select"1 Messages..."
- Select "1 Message Center..."

VOLUME ADJUSTMENT

- Press the volume keys to adjust handset, headset, and hands-free speaker volume during a call. Pressing those keys in idle mode adjusts the ringer volume.
- To conform to regulatory requirements, handset and headset volume will return to a preset level after each call, but the configuration can be changed. Hands-free volume settings will be maintained across calls.

RING TYPE

You can select different rings to match your preferences and distinguish between calls on lines. **To change the incoming ring**

- Press (Menu).
- Select 3-[Settings], followed by 1-[Basic], and then 3-[Ring Type].
- Using (^) and (v), highlight the desired ring type. Press the [Play] soft key to hear the selected ring type.
- Press the **[Select]** soft key to change to the selected ring type.
- Press (Menu) or (<) repeatedly to return to the idle display.

DIRECTORIES

The [Dir] soft key provides access to the list of contacts loaded to your extension in the Phone.com control panel.
Once inside press (V) or (^) and you will be able to browse through your extensions and address book entries.

MORE DETAILED INFORMATION FROM THE MANUFACTURER

For detailed information please consult the comprehensive SoundPoint IP 321 User Guide available at: www.polycom.com/support/voicedocumentation

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