Polycom SoundPoint
320/321
Quick Guide

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# Features

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Phone Basics

Making Calls

Using the handset
- Pick up the handset, dial the number, then press the Dial button
or
- Dial the number, and then press the Dial button.

Using the hands-free speakerphone
With the handset on-hook:
1. Press the Speaker Phone button or press the New Call softkey
2. Dial the number, and then press the Dial button.

Using speed dial
- Use the dial pad to enter the speed dial index followed by the # key
- Press the Dial button or pick up the handset to place a call.

Tip: During a call, you can alternate between handset and hands-free speakerphone modes by pressing the speaker phone button or picking up the handset.

Answering Calls

When you are not in another call, you can answer the phone by:
- Picking up the handset
or
- Pressing the Speakerphone button
or
- Pressing the Line key
or
- Pressing the Answer softkey.

Ending Calls

To end a call, do one of the following:
- Hang up the handset
or
- Press the End Call softkey
or
- If using the speakerphone, press the Speakerphone key.

Rejecting/Silencing a Ringing Call

You can ignore an incoming call and stop it from ringing. Silencing the current call does not affect future calls (future calls will ring as usual).

Press the Ignore softkey to silence the ring of an incoming call. If voice mail is configured for the line, the unanswered call will default to voice mail and will show up in your Received Calls List.

Note: This feature does not work on lines that appear on multiple sets.

Redialing Last Outgoing Number

To call the last number dialed from your phone, use the Placed Call list.

1. Press the Menu button
2. Select Features (1 on the dial pad)
3. Select Call Lists (4 on the dial pad)
4. Select Placed (2 on the dial pad)
5. Highlight the call, and then press the Dial button.

Muting a Call

During a call, press the Mute key (Red button with microphone icon). The Message Waiting Indicator turns red and a microphone on the graphic display indicates that the other party (or parties) cannot hear you.

Activating Do Not Disturb

If voice mail is configured for the line, all calls will default to voice mail when Do Not Disturb (DND) is enabled.

To turn on Do Not Disturb:
1. Press the Menu button
2. Select Features using the checkmark button, and then select Do Not Disturb. A flashing icon “(x)” and the text “Do Not Disturb” is displayed on the screen indicating the feature has been turned on.

To disable Do Not Disturb:
1. Press the Menu button
2. Select Features, and then select Do Not Disturb again.

Navigation Arrows

When the phone is in use, press the appropriate navigation arrows to scroll through menu options or to select an item from the menu.

- Checkmark button – Use the checkmark button to select a field, a menu option, or to enter into edit mode for some options
- Up, down, left, right keys – Use these navigation arrow keys to scroll through lists
Voice Mail Message Retrieval

Reminder: If you have elected to receive voice mail as email only, you cannot listen to messages using a telephone. You must log into email to listen to your messages.

When messages are waiting, the **Msgs softkey**, the envelope icon, and the number of messages will appear on the display. You will also hear a stutter dial tone in place of the normal dial tone when picking up the handset.

- From your Polycom 320 phone:
  1. Press the **Msgs softkey**
  2. Wait for the prompt
  3. Enter your password.

- From someone else’s Polycom 320 phone:
  1. Press the **Msgs softkey**
  2. At the prompt, press the # key on the dial pad
  3. Enter your mailbox number
  4. Enter your password.

- To access voice mail when there are no new messages:
  1. Press the **Menu button**
  2. Select **Features > Messages > Message Center**
  3. Follow the prompts to enter your password.

Call Lists

When the phone is idle, the display will show the number of missed calls below the date and time display, e.g., “3 new missed calls.”

Local lists of incoming—both missed and received calls—and outgoing (also known as placed) calls is maintained by the phone (up to 99 for each list). A symbol to indicate whether the call was answered (handset) or missed (telephone set) is shown for each entry in the incoming list.

Accessing the Call Lists

You can view and track calls you missed, received, or placed. If the call was from another PennNet Phone subscriber, the person’s name and the last 5 digits of phone number are displayed. For calls from non-PennNet Phone callers, only the phone number is displayed.

Making a Call from the Received Call List

1. Press the **Callers softkey**
2. Use the **navigation arrows** to scroll through the list and find the contact you want to call
3. Highlight the entry, and then press the **Dial button** to place the call.

Making a Call from the Placed Calls List

See “Redialing Last Outgoing Number.”

Clearing Call Lists

You can clear all entries from a call list or a single entry. When erasing any entry from a call list, the system does not ask for confirmation: the list is immediately cleared when the Clear softkey is pressed.

To clear a single entry from a call list:

1. Press the **Menu button**
2. Select **Features > Call Lists > Clear**
3. Select either **Received** or **Placed Call List**
4. Press the **Yes softkey** to confirm deleting the contact.

To save a contact to the local contact directory:

1. While viewing the call list entry, press the **checkmark button**
2. Press the **Save softkey** to add the call list entry into the phone’s contact directory.

Contacts

Adding Contacts

You can manually add a new entry to your Contact Directory. For the directory to register the contact, you must enter the phone number. You can correct an entry by pressing the **<< softkey**.

1. Press the **Dir softkey**. The Directory screen displays, and **Press up navigation arrow"<New Entry>"** displays at the top of the list
2. Press the checkmark button to display the Add To Directory screen.
3. Press the checkmark button to display the First Name screen, as shown below:

   **First Name:**

   ![First Name Screen](image)

4. Enter the first name of the contact using the dial pad. If you need to correct an entry, press the << softkey.
5. When finished entering the first name, press the Ok or Cancel softkeys to accept or cancel changes.
6. Press the down navigation arrow to access the Add to Directory screen.
7. Press the checkmark button to display the Last Name screen.
8. Enter the last name of the contact using the dial pad.
9. When finished entering the last name, press the Ok or Cancel softkeys to accept or cancel changes.
10. Press the down navigation arrow to display the next field.
11. Press the checkmark button to display the Contact screen. The Contact screen is used to enter the telephone number.
12. Enter the telephone number for the contact, then press Ok or Cancel to accept or cancel changes.
13. Press the down arrow to access and complete all the remaining options, pressing Ok to confirm your entries.
14. After completing all options, press the left navigation arrow to end the data entry for the contact. The Confirmation/Save to Directory? Screen displays:

   **Confirmation**

   **Save Directory?**

   ![Confirmation Screen](image)

   15. Press the Yes or Cancel softkeys to save the contact to your directory, or to cancel.
16. Press the left arrow repeatedly to return to the idle display.

**Adding Contacts from a Call List**

To add a new entry:
1. Do one of the following steps:
   - Press the Callers softkey to view the Received Calls list.
   - Press the Dial button to view the Placed Calls list.
   - Use the up and down navigation arrows to scroll through the list to find the contact.
2. Press the checkmark button to select the entry.
3. Press the Save softkey to save the contact to the local contact directory.
4. Press the left navigation arrow repeatedly to return to the idle display.

**Editing Contacts**

1. Press the Dir softkey.
2. Use the navigation arrows to scroll through the list to find the contact.
3. Press the checkmark button to select the contact.
4. Press the Edit softkey.
5. Use the navigation arrows to scroll through the fields, and then press the checkmark button to select the field.
6. Do the following:
   - Use the left or right navigation arrows to place the cursor either at the beginning or end of the item respectively.
   - Use the << softkey to erase a letter or number to the left of the cursor.
   - Use the down navigation arrow to move to the next field. Or, press the left navigation arrow to exit edit mode and save your changes.
7. Press the Ok or Cancel softkeys to accept or cancel changes.
   Note: The Ok softkey is not displayed until a change has been made. The Cancel softkey will cancel the edit session for the entry and return you to the screen before the Edit softkey was selected.
8. Press the left navigation arrow repeatedly to return to the idle display.

**Deleting Contacts**

To delete a contact from the directory:
1. Press the Dir softkey.
2. Use the navigation arrows to scroll through the list to find the contact.
3. Press the checkmark button to select the entry.
4. Press the Delete softkey, and then press the Yes softkey to confirm the deletion and the next entry in the directory appears.
5. Press the left navigation arrow repeatedly to return to the idle display.

**Placing a Call to a Contact in the Local Contact Directory**

1. Press the Dir softkey.
2. Use the navigation arrows to scroll through the list to find the contact.
3. Press Dial button or lift the handset.
Searching the Contact Directory
1. Press the Dir softkey
2. Search for a contact using the dial pad by entering the contact’s last name.

The first time a dial pad key is pressed, the first entry whose last name starts with the character that matches the first letter on the key label will be shown. The second key press repeats the process and so on until you find the entry you desire.

Volume

Adjusting the Volume
To adjust the receiver volume during a call, press the volume control buttons (- or +):

- Pressing the volume control buttons while the phone is idle adjusts the ringer volume for the set.
- Pressing the volume control buttons while using the speaker phone adjusts the speaker phone volume.

Call Hold, Transfer, & Conference

Placing a Call on Hold
1. Ask the caller to stay on the line
2. Press the Hold button
3. To return to the caller, press the Hold button again or the Resume softkey.

Placing a Call on Hold to Dial another Number
You can speak to another person and then return to the original caller.
1. Ask the caller to stay on the line
2. Press the Hold button. The top of the display screen will show “Hold” and list the phone number
3. Press the New Call softkey
4. Dial another phone number, press the Dial button, consult privately, then press the End Call softkey to end the call
5. Press the Resume softkey to return to the original caller.

Transferring a Call with Consultation
You can speak with the party to whom you want to transfer the call before transferring the call.
1. Ask the caller to stay on the line while you transfer the call
2. Press the Trans softkey. The caller is placed on hold
3. Enter the number to which you want to transfer the call, then press the Dial button
4. When the third party answers, the caller remains on hold so you can talk privately with the third party
5. To transfer the call, press the Trans softkey, and then hang up the phone.

Note: To cancel the transfer before the call connects, and return to the caller, press the Cancel softkey.

Transferring a Call without consultation (Blind Transfer)
You can transfer a call without speaking to the person who is to receive the transferred call.
1. Ask the caller to stay on the line while you transfer the call
2. Press the Trans softkey
3. Press the Blind softkey
4. Dial the number to which you want to transfer the call, and hang up. The call is automatically transferred after you dial the number of the party to whom you want to transfer the call.

Initiating a Three-Way Conference Call
You can set up a conference call between you and two other persons.
1. Place a call or answer an incoming call
2. Ask the first caller to stay on the line
3. Press Conf softkey to create a new call. The active call is placed on hold, and the message “Conference with” will appear at the top of the display.
4. Dial the second party, then press the Dial button
5. When the second party answers, press the Conf softkey again to create the conference call
6. When finished talking, hang up or press the End Call softkey to disconnect from the call.

If the second party does not answer (e.g., you reach their voice mail, misdial the number, or get a busy signal), press the Cancel softkey to reconnect to the first caller.

Tip: To put both parties on hold: Placing a call on hold on the phone that originated the
Creating a Conference call using the Join Softkey

You can create a conference call at anytime between an active call and a call that is on hold. When you are in an active call:

- If you have one call on hold (on the same line or other line), use the down navigation arrow to go to the call on hold, and then press the Join softkey.

- If you have more than one call on hold, use the up and down arrows to switch to the desired call on hold, press the Join softkey.

Splitting a Three-way Conference Call

You can split or drop one leg of a conference call when you need to drop a bad connection (cell phone), or after reaching a wrong number or voice mail instead of the intended person. If call waiting is turned off, you cannot split a conference call.

Press the Split softkey to split the conference, both parties will be on hold.

Press the Resume softkey to return to both parties.

Speed Dial Numbers

For frequently used numbers, you can associate them with a speed dial index. This feature is local to the phone, and may be lost during a software upgrade. It will be lost if the phone needs to be replaced.

Note: When a new entry is added to the Contact Directory, it is automatically assigned the next available speed dial index and the new entry appears at the bottom of the Speed Dial list.

Assigning a New Speed Dial Key

1. Press and hold Line 2, if unassigned. A new empty entry in the Contact Directory is automatically opened allowing contact information to be added.
2. Press the checkmark button to enter a first name
3. Enter the first name of the contact from the dial pad
4. Press the Ok or Cancel softkeys to accept or cancel changes
5. Press the down navigation arrow to display the next field in the contact’s entry

6. Repeat steps 2 to 5 to enter the last name of the contact.
7. Repeat steps 2 to 5 to enter a contact number.
8. Repeat steps 2 to 5 to change the Speed Dial Index if desired
   The index can be any value between the next available index value and the maximum (99).
9. Press the Yes or Cancel softkeys to accept or cancel changes
10. Press the left navigation arrow repeatedly to return to the idle display.

Adding or Editing a Speed Dial Index for an Existing Contact

1. Press the Dir softkey
2. Use the up and down navigation arrows to scroll through the list to find the contact
3. Press the checkmark button to select the entry
4. Press the Edit softkey
5. Press the down navigation arrow repeatedly until the speed dial index field appears
6. Press the checkmark button to select the speed dial index for edit
7. Do one of the following steps:
   - Enter the next available speed dial index.
   - Delete the existing speed dial index by using the left navigation arrow, and then enter a new speed dial index.
8. Press the Ok or Cancel softkeys to accept or cancel changes, and then press the Yes softkey to confirm your changes
9. Press the left navigation arrow repeatedly to return to the idle display.

Using Speed Dial

To dial a contact via the Speed dial index:
1. Using the dial pad, enter the speed dial index followed by the # key
2. Press the Dial button or pick up the handset

To access the Speed Dial Index directory:
1. Press the Menu button
2. Select Features > Speed Dial.
Phone Settings

Distinguishing Calls via Ring Type Settings
You can set distinctive incoming ringing tones for contacts in your local directory.
1. Press the Menu button
2. Select Settings > Basic > Ring Type
3. (Optional) If multiple lines are configured on your phone, first select the line to change
4. Using the navigation arrow buttons, navigate through the list of available rings
5. Press the Play softkey to hear the selected ring type
6. Press the Select softkey to change to the selected ring type
7. Press the back arrow repeatedly to return to the idle display.

Adjusting the Contrast on the Display
To adjust the contrast on the display screen:
1. Press the Menu button
2. Select Settings > Basic > Contrast
3. Use the Up and Down softkeys to decrease or increase the display contrast
4. Press the Save softkey to save your changes
5. Press the left navigation arrow repeatedly to return to the idle display.

Changing the Date and Time Format
You can choose how the date and time are formatted on the display:
1. Press the Menu button
2. Select Settings > Basic > Preferences > Time & Date
3. Use the navigation arrows to scroll through the various options and choose a format for the time, the date, or the order in which they are to appear on the display. Press the checkmark button to change and save the new settings
4. To return to the idle display, press the left navigation arrow repeatedly.

Line Icons & Symbols

PPS
PPS is a web tool that allows subscribers and proxies to manage certain telephone and voice mail features. Use PPS to turn on or select the following features.

Advance One
When an incoming call is not answered, the destination number is rung next. If the destination number is not answered, the call is then sent to the voice mail of the original PennNet phone number. Advance One is only available between PennNet phone extensions.

Anonymous Call Block
Reject incoming calls from anonymous callers. Note that the call will not appear in the handset’s Missed Call Lists.

Block Caller ID
Prevent your caller ID information from displaying on outgoing calls. When calling other PennNet Phone subscribers, your name is blocked but your 5-digit phone number will display. When calling a traditional telephone on campus, both your name and your 5-digit phone number are blocked.

Call Forward All
Forward all incoming calls to another PennNet phone, a traditional phone at Penn, or any off-campus or cellular phone. Call Forward All overrides all call forwarding options (Advance One, Call Forward Busy, and Call Forward on Ring No Answer).
Call Forward on Busy
Eliminate busy signals when you’re on the phone by redirecting calls to another number. The forward-to number can be a PennNet phone, a traditional phone at Penn, or any off-campus or cellular phone. In order for Call Forward on Busy to work, Call Waiting must be turned off.

Call Forward on Ring No Answer
When you are unable to answer the phone, redirect calls to another number instead of voice mail. The forward-to number can be a PennNet Phone, a traditional phone at Penn, or any off-campus telephone or cell phone.

Call Waiting
Call Waiting is turned on by default. When you are on an active call, a short beep sound announces the new call and the display shows the telephone number of the inbound call.

In order for Call Forward on Busy to work, Call Waiting must be turned off.

Disabling Call Waiting removes the ability to split conference calls and to receive and place more than one call when you’re already on the line.

Note: Anytime you turn on or off Call Waiting, you will need to restart your phone for the update to take effect. To restart your phone via PPS, click the “Remotely restart handset” button in the pop-up window. To restart via your handset, select Menu > Settings > Basic > Restart Phone. The handset will not restart if there is an active call. One the active call is disconnected, the handset will restart.

Passwords
Manage your voice mail passwords in real time.

Proxy
Designate a proxy to make adjustments or changes to your PennNet Phone account. A proxy can be any member of the Penn community who has a valid PennKey and password.

Voice Mail Delivery Method
Change your voice mail delivery method in real time. You can choose to manage voice mail messages by phone, by computer, or both.

Voice Mail Envelope
Hear the date and time before each voice mail message is played.

Voice Mail Caller ID
Unless the caller ID information is blocked, hear the caller ID before each voice mail message is played.

Logging into PPS
To access PPS, log in at http://pps.voice.isc.upenn.edu/. (PennKey authentication required.) PPS is also available from the Penn Voice Services home page at www.upenn.edu/computing/voice/.

Soft Reboot
To restart the phone:
1. Press Menu button
2. Press Settings (or 3 on the dial pad)
3. Press Basic (or 1 on the dial pad)
4. Press Restart Phone (or 4 on the dial pad)
5. Press the Yes softkey to confirm restarting your phone.

Important: If your phone loses local power, the information in the Call Lists is lost. Numbers saved in the contact directory are not affected by the loss of power.

Getting Help
Requesting repairs
To report problems with telephone equipment, lines or voice mail visit www.upenn.edu/computing/voice/help/repair.html