Polycom Soundpoint 331 Phones

Using Polycom Soundpoint IP 331 Phones

The Polycom® Soundpoint IP 331 phone is a high-quality two-line phone with two Ethernet ports, speed dialing and a distinctive ring. The dual speakerphone and handset offer an easy-to-use set up.

Hard Keys

Your Polycom Soundpoint IP 331 phone has a key on the lower-left side of the phone with the following Icon:

- **Mute** : This key allows you to hear what the party on the other end of the call is saying, but they cannot hear you.

On the lower-right side of the Polycom Soundpoint IP 331 there are three additional keys:

- **Hold** : This key will put the caller on hold. The caller will hear music, and they will not be able to hear you.
- **Headset** : When your headset is in use, this button will light up. If the phone is ringing, press the key to answer with your headset instead of the speaker or the handset.
- **Speakerphone** : This key sends the audio out throug the speakers in your phone's base, and uses a microphone for input that is installed into your phone's base

Softkeys

Underneath the screen on your Polycom Soundpoint IP 331 there are three keys. These keys link to features that can be enabled from the phone. They are considered softkeys, because the key's function can change. If there are more than three softkey options, a **More** softkey will appear allowing the user to scroll to the next set of keys.

Transferring Calls:

- **Warm Transfer:** A warm transfer involves speaking with the person to whom you are transferring the call.
  1. While on a call, press the **Trnsfr** softkey.
  2. Dial the party you are transferring the call to.
  3. After speaking with the receiving party, press the **Trnsfr** softkey again to complete the transfer.

- **Blind Transfer:** A blind transfer involves transferring the call to another number without speaking to the receiving party, regardless of whether or not they answer.
  1. While on a call, press the **BlindX** softkey.
  2. Dial the extension or the phone number of the party to whom you are transferring the call.
  3. Press the **Send** softkey to complete the transfer.

Conference Calls:

1. While on a call, press the **Conf** softkey.
2. Call the party you want to add to the conference.
3. After they answer, press the **Conf** softkey to merge the calls.

Missed Calls:
The Polycom Soundpoint IP 331 does not have a specific Missed Calls directory; the only way to check them is to check the Call Logs and look for the Missed Call icon.

You can also go through the menu to Recent Calls and select the Missed Calls list:
1. Press the **Dir** softkey to bring up the directory menu.
2. Select Option **2 – Recent Calls**,
3. Any item with the ☎ icon represents a missed call.

Checking Voicemail:

You must not have a call on the line when attempting to check your voicemail.

1. Dial ***86.**
2. Enter your voicemail passcode.
3. Select the option to listen to new or saved voicemails.