## Polycom SoundPoint IP 331 Series Quick Reference Guide

Placing a Call	Answering a Call	Rejecting an Incoming Call
<ol> <li>Pick up handset</li> <li>Or press speaker button</li> <li>Or press headset button</li> <li>Or press New Call soft key</li> <li>Enter the number</li> <li>Wait 3 seconds</li> </ol>	<ol> <li>Pick up handset</li> <li>Or press speaker  button</li> <li>Or press headset  button</li> <li>Press the <b>Answer</b> soft key</li> </ol>	<ol> <li>Press the More soft key while phone is ringing</li> <li>Press the Reject soft key</li> <li>Call will be sent to voicemail</li> </ol>
Ignoring an Incoming Call	Warm Transferring a Call	Blind Transferring a Call
<ol> <li>Press the <b>Ignore</b> soft key</li> <li>Audible ringing ceases</li> <li>Call will still appear on phone display</li> </ol>	<ol> <li>Answer phone call</li> <li>Notify caller of transfer</li> <li>Press the Trnsfr soft key</li> <li>Enter number or extension to transfer call</li> <li>Wait 3 seconds</li> <li>Wait for party to answer</li> <li>Announce caller</li> <li>Press the Trnsfr soft key</li> </ol>	<ol> <li>Answer phone call</li> <li>Notify caller of transfer</li> <li>Press the <b>Trnsfr</b> soft key</li> <li>Press the <b>Blind</b> soft key</li> <li>Enter number or extension to transfer call</li> <li>Wait 3 seconds</li> </ol>
Add a Speed Dial	Placing a Call to a Speed Dial	Managing the Directory
<ol> <li>Select contact within the directory</li> <li>Press the Edit soft key</li> <li>Press the  button on contact record to Speed Dial Index field</li> <li>Press the  button</li> <li>Enter the next available speed dial number</li> <li>Press Ok soft key</li> <li>Press the  button</li> <li>Press the  button</li> </ol>	<ol> <li>Pick up handset</li> <li>Or press speaker button</li> <li>Or press headset button</li> <li>Or press the New Call soft key</li> <li>Enter the number designated to that speed dial followed by #</li> <li>Wait 3 seconds</li> </ol>	<ol> <li>Press the More soft key</li> <li>Press the Dir soft key</li> <li>Arrow and select contact's name</li> <li>Press the button to edit, delete, or add new contact</li> <li>Press the button to place call</li> </ol>



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Create a Conference Call	Conference Call Actions	Add a Contact
<ol> <li>Call the first participant</li> <li>Press the <b>Conf</b> soft key</li> <li>Dial number of second participant</li> <li>Press the <b>Conf</b> soft key when second participant answers</li> </ol>	<ol> <li>Press the button to place all participants on hold</li> <li>Press the <b>Split</b> soft key to move participants into separate calls</li> <li>Press the <b>EndCall</b> soft key to hang up just your line, leaving other participants connected</li> </ol>	<ol> <li>Press the Dir soft key</li> <li>Press arrow buttons and select contact directory from menu</li> <li>Press the button</li> <li>Select New Entry</li> <li>Enter contact information</li> <li>Press the button to end data entry</li> <li>Press the Yes soft key to confirm changes</li> </ol>
Forwarding an Extension	Setup Voicemail	Access Voicemail
<ol> <li>Press the Menu button</li> <li>Select Features</li> <li>Select Forward</li> <li>Arrow down or up to select appropriate forwarding option         <ul> <li>a. Always</li> <li>b. No Answer</li> <li>c. Busy</li> </ul> </li> <li>Enter number</li> <li>Press the Solution</li> <li>Press the Solution</li> <li>Press the Yes soft key to save</li> <li>Arrow down to Forward: Disabled</li> <li>Highlight Disabled</li> <li>Press the Ok soft key</li> <li>Press the Ok soft key</li> <li>Press the Ok soft key</li> </ol>	<ol> <li>Access voicemail</li> <li>Enter default <b>PIN</b> (4-digit extension)</li> <li>Record name</li> <li>Record busy message</li> <li>Record unavailable message</li> <li>Reset <b>PIN</b> <ul> <li>4 digits</li> <li>Non sequential</li> <li>Different digits</li> <li>Not 4 digit extension</li> </ul> </li> </ol>	<ol> <li>Press the Menu button</li> <li>Select Features</li> <li>Select Messages</li> <li>Or Dial *123</li> <li>Or Dial number from outside phone</li> <li>Press * key on phone when you message begins</li> </ol>

