

Polycom SoundPoint 320/321 Quick Guide

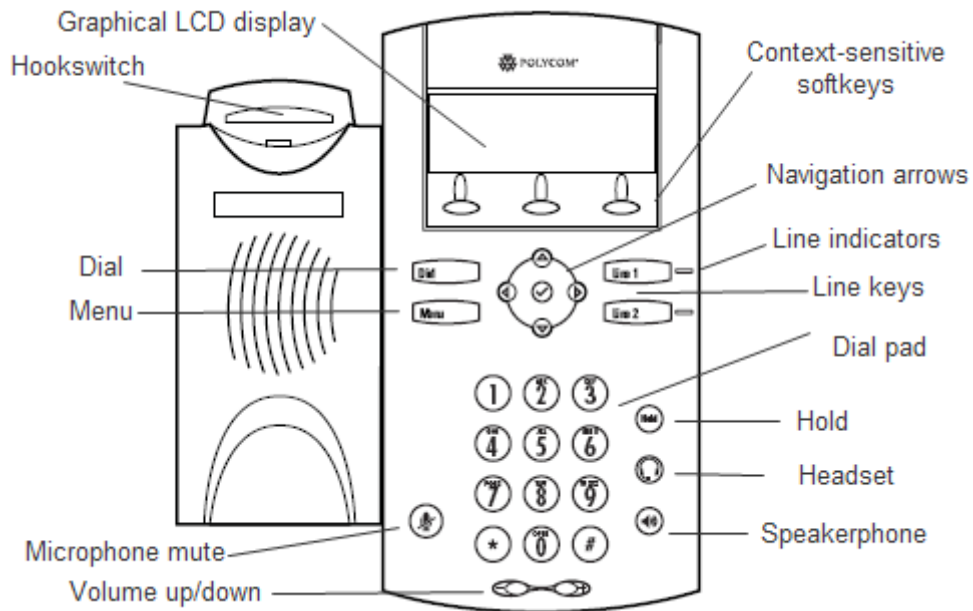


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Features



Graphical LCD Display	View standard phone information such as time, date, total number of missed calls, and select various softkeys.
Dial	Press to dial a phone number or view the placed call lists
Menu	Activate features for basic phone settings, such as ringtone and backlit display.
Microphone Mute	Toggle the microphone on and off during a conversation. When on, callers can't hear you.
Volume	Adjust the volume of the handset, speaker, or ringer.
Softkeys	Activate various features and functions. Softkeys change depending on the calling feature or option selected.
Navigation arrows	Scroll through menu options. Use the checkmark button to select an item,
Line indicator	Solid green – An active call is in progress; Fast flashing green – There is an incoming, ringing call; Flashing red – The call is on hold; Solid red – The line is busy remotely (shared lines).
Lines/Speed Dial keys	Use these keys to get dial tone or activate one speed dial.
Dial pad	Use the 12 keys for dialing and entering contact information such as names and telephone numbers.
Hold	Place a caller on hold or resume a held call.
Headset	Listen hands-free by inserting the plug of the headset into the headset jack and toggling the Headset button on or off.
Speakerphone	Toggle the speakerphone off and on.

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 **NewCall 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 **EndCall 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.

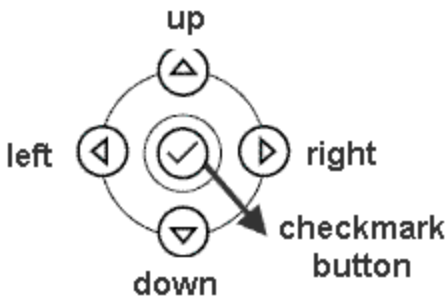
To disable Do Not Disturb:

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:

Abc First Name:
.....

Cancel <<

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?
Cancel Resume Yes

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.

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 **Save softkey** to save the contact to the local contact directory
5. 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

conference call will place all other parties on hold.

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**.

Line Icons & Symbols

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

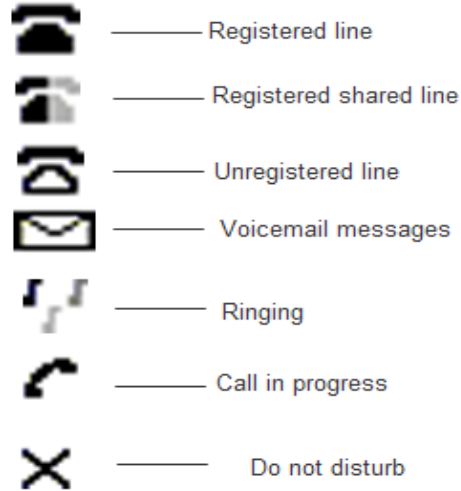
To adjust the contrast on the display screen:

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.



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