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## Polycom IP-321-331-335 Quick Reference Guide

<https://campus.barracuda.com/doc/45712692/>

This article explains the basic operation of the Polycom IP-321, -331, and -335 devices.



### Soft Keys

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- The three buttons immediately below the LCD display are **soft keys**.
- Each soft key performs the action displayed immediately above it.
- The soft key behavior is context sensitive – the soft key associated action changes according to the current phone state.

### Place a Call

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- Dial the desired internal extension or external number.
- Lift the receiver or press the speakerphone or headset button to call.

### Voicemail Access

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- To access voicemail messages, press the **Messages** key to the right of the keypad. If your phone has no **Messages** key, dial **\*98**. Depending on your system configuration, you may be asked for your voicemail passcode.

### Last Number Redial

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- Lift the receiver or press the speakerphone or headset button.
- Press the **Dial** button twice.

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## Call Hold

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- To place a call on hold, press the **Hold** soft key.
- To resume the call, press **Hold** again.

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## Call Transfer

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### Attended Transfer

- To transfer a call, press the **Trans** soft key.
- Dial the destination number, then press **Dial**.
- When the destination party answers, announce the caller, and press **Trans** again to complete the transfer.

### Blind Transfer

- To transfer a call, press the **Blind** soft key and enter the destination number.
- Press the **Dial** key to connect the remote party to the destination, and disconnect yourself from the call.

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## Ad-Hoc Conference / 3-Way Calling

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- Place (or receive) a call.
- To add another party to the call, press the **Conf** soft key.
- Enter the destination number or extension and press **Dial**.
- When the destination party answers, press the **Conf** soft key again.
- All parties now join in a 3-way call.

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## Do Not Disturb

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- To enable **Do Not Disturb Mode**, press **Menu**, select **Features**, then select **Do Not Disturb**.
- To resume normal operation, select **Do Not Disturb** again. The phone now receives calls normally.

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## Call Forwarding

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- To enable call forwarding, press **Menu**, then select **Features**, then select **Forward**.
  - Select the type of forwarding to enable, then select a destination.
  - The phone display indicates when call forwarding is enabled.
  - To deactivate forwarding, press the **Forward** soft key, press the forwarding type, then press **Disable**.

## Ringer and Handset Volume

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- To change the ringer volume, when the phone is idle, press the (-) or (+) button at the bottom of the keypad.
- To change the volume of a call, during an active call, press the (-) or (+) buttons to adjust the volume of the handset, speakerphone, or headset, whichever is active.

## Directories

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- To browse the phone contact list or call lists, press **Menu**, then **Features**, then **Directories**. The call lists show missed, placed, and received calls.

## Special Characters

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- When entering a destination with alphanumerics or special characters, be sure to pause momentarily between key presses. For example, when dialing **\*\*<ext>**, press **\***, pause for a moment, press **\*** again, then dial the extension.

## Figures

1. worddav99bad24b7d924b05b8d9e25c2b850957.png

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