



Polycom[®]

SoundPoint[®]

IP 320/330

User Guide

For training/documentation, please visit us @
<http://customertraining.verizonbusiness.com> or call 1-800-662-1049

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Introduction

The Polycom 330/320 SoundPoint IP is a full-duplex, hands-free Session Initiation Protocol (SIP) phone. It provides telephony features such as Shared Call Appearance, Call Hold, Call Transfer, and Do Not Disturb.

Installation

The following instructions provide basic installation instructions. Contact your system administrator for additional information or assistance.

Connect the Network and Power Source

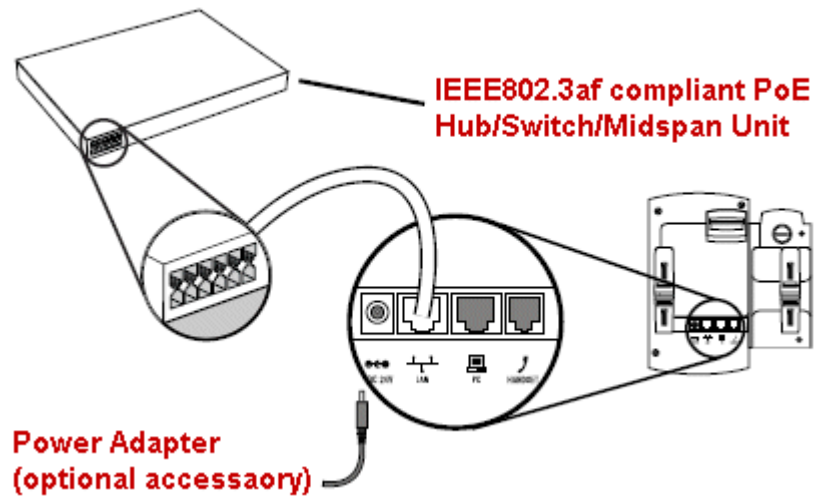
Use Power over Ethernet (PoE) for network and power source connections unless otherwise directed by your system administrator.

NOTE: The AC power adapter is a separate, optional accessory. Your system administrator will provide one to you if necessary.

Power over Ethernet

Using a regular CAT5 cable (optional Polycom accessory), the phone can be powered from a PoE (IEEE 802.3af) compliant switch or hub.

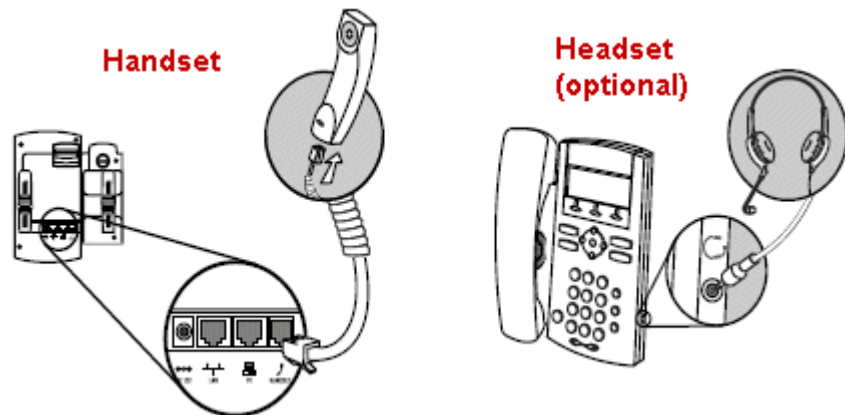
Plug the supplied network cable between the LAN jack on the phone and an available power and data port on the in-line power switch.



NOTE: The SoundPoint IP 330 has an optional PC connection and the IP320 does not. This is the only difference between the phones.

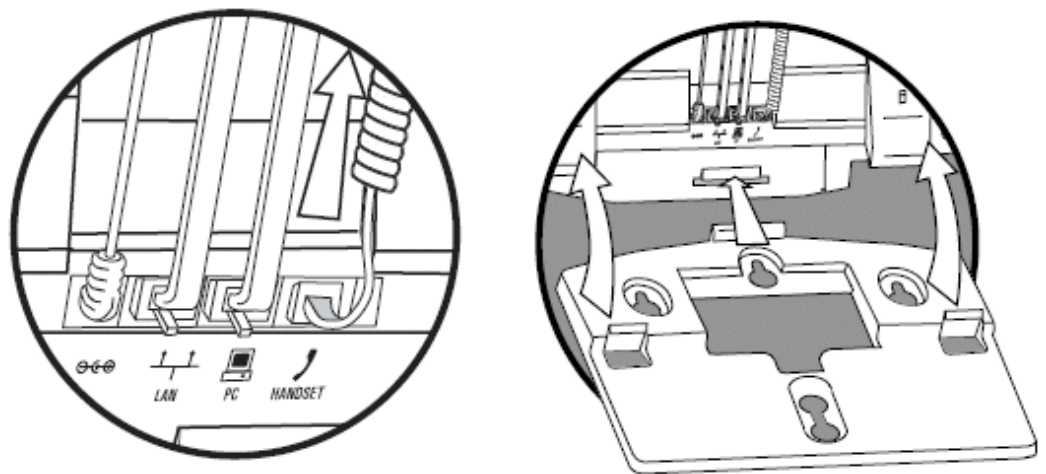
A separate ferrite clamp is required if you want to use the optional PC connection on the SoundPoint IP 330 (contact your system administrator).

Connect the Handset and Optional Headset



1. Connect the short, straight end of the phone cord to the handset, and the corresponding longer straight end of the cord to the handset jack on the back of the phone.
2. Connect the headset (optional) to the headset jack on the side of the phone.

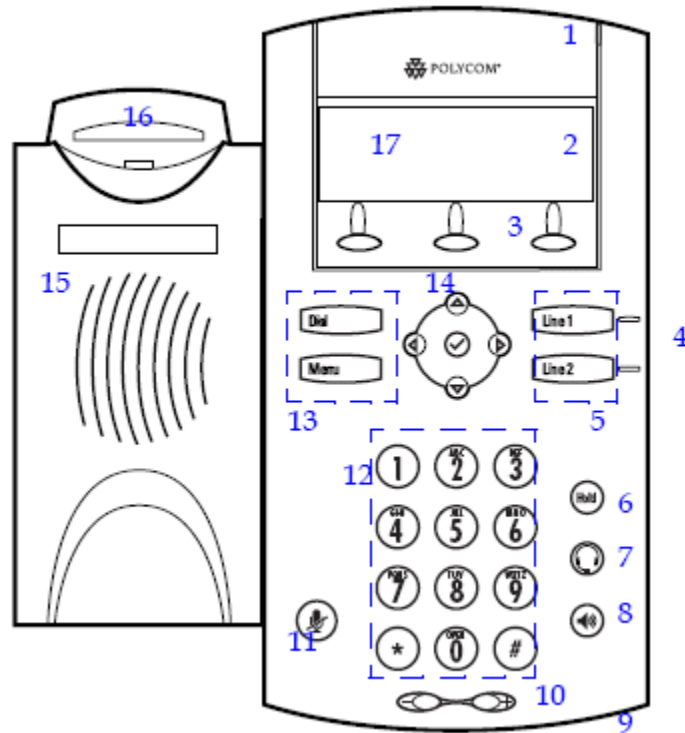
Attach the Base














1. Place all cords in the recessed area above the modular jacks.
2. Align the two protrusions on the bracket with their corresponding holes in the phone.
3. Snap together to lock the base to the phone.

Features

The features of the SoundPoint IP 330/320 are shown below.



- 1 Message Waiting Indicator** – Alerts you to incoming calls, new messages, and other events.
- 2 Line Icons** - Use these keys to activate lines that can be assigned to your phone. Line icons represent:
 - ⇒ Registered Line – 
 - ⇒ Multiple Shared Call Appearance – 
 - ⇒ Unregistered Line – 
 - ⇒ Voice Mail/Messages – 
 - ⇒ Speed Dial – 
 - ⇒ Ringing – 
 - ⇒ Call In Progress/Conference –   
 - ⇒ Call Forward – 
 - ⇒ Do Not Disturb - 
- 3 Soft Keys** – The screen displays labels for these keys to identify their context-sensitive functions.

- 4 Line Indicators** - Individual multi-color LEDs displays the dynamic call state. The light indicators are:
 - ⇒ Solid green – An active call is in progress.
 - ⇒ Fast flashing green – There in an incoming (ringing) call.
 - ⇒ Flashing red – The call is on hold.
 - ⇒ Solid red – The line is busy remotely (shared lines).
- 5 Line Keys** - Use these keys to activate lines that can be assigned to your phone.
- 6 Hold** - Holds an active call or resumes a held call.
- 7 Headset** - Place and receive calls through an optionally connected headset.
- 8 Speakerphone** - Allows for hands-free communication during calls.
- 9 Hands-Free Microphone** - Place your phone on a hard, flat surface for best results. Do not block the microphone.
- 10 Volume Keys** - Adjust the volume of the handset, headset, speaker, and ringer.
- 11 Microphone Mute** - Mutes your voice during a call. You can hear the caller, but they cannot hear you.
- 12 Dial Pad** - These 12 keys provide the 10-digits, the 26-alphabetic characters, and special characters in context-sensitive applications.
- 13 Feature Keys**
 - ⇒ Dial – Dial phone numbers entered or access through the placed calls list.
 - ⇒ **Menu** – Access menu options and features on your phone.
- 14 Display Control Keys** - Use the arrow keys to scroll through displayed information. Use the Select key to select a field of displayed data or enter edit mode for some settings.
- 15 Speaker** - Full duplex, hands-free enabled option.
- 16 Hookswitch/Flashhook**
- 17 Graphic Display** - Shows information about calls, messages, soft keys, time, date, and other relevant data.

Configure Basic Settings


You can customize your SoundPoint IP 330/320 phone by adjusting the settings for time and date, contrast, ring type, etc. You can also add contacts to the phone's directory manually or from call lists.

You can configure basic settings by pressing the **Menu** button and then selecting **Settings > Basic**.

Appearance of Date and Time

You can configure how the date and time appear on the display. The display flashes if the phone cannot obtain a date/time from a configured SNTP server. Contact your system administrator if the date/time is incorrect.

Go to <http://customertraining.verizonbusiness.com> for information on Daylight Savings Time programming.


1. Press the **Menu** button.
2. Select **Settings > Basic > Preferences > Time & Date**.
3. Select **Clock Date, Clock Time, Clock Order, or Enable/Disable**.
4. Scroll through the options under each of these selections using the arrow keys.
5. Press  to confirm your choice.
6. Press the **Menu** button or the left arrow key to return to the idle display.

Display Contrast

1. Press the **Menu** button.
2. Select **Settings > Basic > Contrast**.
3. Press the **Up** or **Down** soft key to increase or decrease the display contrast.
4. Press the **Save** soft key to accept changes or the left arrow key to cancel your changes.
5. Press the **Menu** button or the left arrow key until you return to the idle display.

Headset Memory Mode

This feature is useful for permanent or full-time headset users.

1. Press the **Menu** button.
2. Select **Settings > Basic > Preferences > Headset Memory**.
3. Use the up or down arrows to select **Enabled**.
4. Press  to confirm your choice.
5. Press the **Menu** button or the left arrow key until you return to the idle display.


Ring Type

You can select from different ring types to distinguish between lines or to have a different ring from a co-worker close by.

1. Press the **Menu** button.
2. Select **Settings > Basic > Ring Type**.
3. Select the line you want to change using the up or down arrow keys if multiple lines are configured on your phone.
4. Use the up or down arrow keys to select the ring type you want.
5. Press the **Play** soft key to hear the ring type, if applicable.
6. Press the **Select** soft key.
7. Press the **Menu** button or the left arrow key until you return to the idle display.



Directory Search


You can configure how the search of the Contact Directory is performed. You can search by first name or last name.

1. Press the **Menu** button.
2. Select **Settings > Basic > Preferences > Directory Search**.
3. Use the up or down arrows to select the directory search parameter. Last name is the default parameter.
4. Scroll through the list and press  to confirm your choice.
5. Press the **Yes** or **Cancel** soft key to accept or cancel changes. Your phone will restart to set the new directory search mode if you selected **Yes** to accept the changes. **NOTE:** [The reconfiguration could take a few minutes depending on the size of your contact directory.](#)

Manage Call Lists

A list of up to four current calls is maintained. You can scroll through the list using the up or down arrows. Calls are ordered using by active, alerting, then held. Calls with the same priorities are ordered oldest first. The list is empty if there are no current calls.

Local lists of incoming (missed and received) calls and outgoing (also known as placed) calls are maintained by the phone (up to 99 for each list). The initial view of both lists shows the list title and the first two calls in the list. The first call is displayed in reverse video to indicate that it is currently selected. A symbol indicates whether the call was answered  or missed .

- ⇒ Press the **Callers** soft key to view the Received Calls list.
- ⇒ Press the **Dial** button to view the Placed Calls list.
- ⇒ Use the arrow keys to select a call/number from the Received or Placed Calls list.
- ⇒ Press the **Dial** button to call the selected number in the list.
- ⇒ Press the left arrow to return to the previous menu.
- ⇒ Press  to store the contact in your Contact Directory.

NOTE: Press the info soft key to view the call information. The name is displayed first and you can use the up and down arrow keys to access other information.

- ⇒ Press the **Delete** soft key to delete the selected call from the directory.
- ⇒ Press the left arrow key until you return to the idle display.

NOTE: You can manually clear the call lists. They are automatically cleared when you restart/reboot the phone.


Manage Contacts


You can store up to 99 contacts in your Contact Directory. You can also edit, delete, dial, or search for contacts.

Add a Contact Manually

1. Press the **Dir** soft key.
2. Press the up arrow to select **<New Entry>**.

-OR-

If this is the first time you are adding a new entry, press .

3. Press  to enter a first name.
4. Enter the first name using the letters on the dial pad.
5. Press the **Ok** or **Cancel** soft key to accept or cancel changes.
6. Press the down arrow to display the next field.
7. Repeat steps 3-6 to enter the last name, phone number, and speed dial index. The phone number field is required and must be a unique number (not already in the directory). The speed dial index is automatically assigned to the next available index value.
8. Press the left arrow to finish.
9. Press the **Yes** or **Cancel** soft key to accept or cancel changes.
10. Press the left arrow key until you return to the idle display.
11. Repeat steps 3 – 11 to add another entry.

Add a Contact from a Call List


1. Press the **Callers** soft key to view the Received Calls list.

-OR-

Press the **Dial** button to view the Placed Calls list.

2. Use the up or down arrow to scroll through the list to find the contact you want to add.

NOTE: You can also use the * (star) to page up and the # (pound) key to page down.

3. Press  to select the entry.
4. Press the info soft key if you want to view the contact's details (optional).



5. Press the **Save** soft key to save the contact in your Contact Directory.
6. Press the left arrow key until you return to the idle display.

Search for a Contact

You can change the directory search parameter used. By default, it is the contact's last name. The first time a dial pad key is pressed, the first entry whose last name starts with a character that matches the first letter on the key label is retrieved. The second key press repeats the process using the second letter on the key and so on. For example, to find the first directory entry whose last name starts with J, press the 5 key once. To find the first entry whose last name starts with R, press the 7 key three times.

1. Press the **Dir** soft key.
2. Search for a contact using the dial pad.

Edit a Contact

1. Press the **Dir** soft key.
2. Use the up or down arrow to locate the contact you want to edit.
3. Press  to select the entry.
4. Press the Edit soft key.
5. Use the up or down arrow to scroll through the fields.
6. Press  to select the field.
7. Make the applicable changes.
8. Press the **Ok** or **Cancel** soft key to accept or cancel changes. The **Ok** soft key is not displayed unless a change is made.

NOTE: You can also edit a contact associated with a speed dial key by pressing and holding that speed dial key then following steps 2 – 8 above.

Delete a Contact

1. Press the **Dir** soft key.
2. Use the up or down arrow to scroll through the list to find the contact you want to delete.

NOTE: You can also use the * (star) to page up and the # (pound) key to page down.

3. Press  to select the entry.

4. Press the **Delete** soft key. The entry is deleted and the next entry in the directory appears.
5. Repeat steps 2 – 4 to delete additional entries, if applicable.
6. Press the left arrow key until you return to the idle display.

Place a Call to a Contact



1. Press the **Dir** soft key.
2. Use the up or down arrow to scroll through the list to find the contact you want to delete.

NOTE: You can also use the * (star) to page up and the # (pound) key to page down.

3. Press the **Dial** button or lift the handset.

Place a Call

You can place a call using the handset, headset, speakerphone, the **Dial** button, or the **Line 1/Line 2** keys. You can also dial the number first, and then choose the method you want to use to speak to the called party.

During a call, you can alternate between the handset, headset, or hands-free speakerphone by pressing the  or  keys.

Call Duration on an active call is monitored through a local call timer. This is visible within the active call window on the display.

Handset

Perform one of the following steps:


- ⇒ Pick up the handset.
- ⇒ Dial the number followed by #.

-OR-


- ⇒ Dial the number followed by #.
- ⇒ Pick up the handset.

Hands-free/Speakerphone

Perform one of the following steps:




- ⇒ Leaving the handset on-hook, press **Dial, Line 1, Line 2, **, or the **NewCall** soft key to obtain a dial tone.

-OR-

- ⇒ Leaving the handset on-hook, dial the number.
- ⇒ Press **Dial**, **Line 1**, **Line 2**, or .

Headset

Perform one of the following steps:

- ⇒ With the optional headset connected, press **Dial**, **Line 1**, **Line 2**, , or the **NewCall** soft key to obtain a dial tone.
- ⇒ Press .
- ⇒ Dial the number.
- OR-
- ⇒ With the optional headset connected, dial the number.
- ⇒ Press .

Call Lists

Perform one of the following steps:

- ⇒ Press the **Callers** soft key to view the Received Calls list.
- OR-
- Press **Dial** to view the Placed Calls list.
- THEN-
- ⇒ Use the up or down arrow to scroll through the list to find the contact you want to call.
- ⇒ Press **Dial** to complete the call.

Answer a Call

When you are not on another call, you can answer a call using your handset, headset, or speakerphone. The steps for answering an incoming call while on another call are different if your phone is configured for multiple line keys or Multiple Shared Call Appearance.

NOTE: Incoming calls can be ignored by pressing the **Reject soft key (for private lines)** or the **Ignore soft key (for private and shared lines)**.

Answer When Not on Another Call

Active calls appear on the display showing duration and destination.

Answer Using the Handset

- ⇒ Pick up the handset.

Answer Using Hands-free/Speakerphone

Perform one of the following steps:

- ⇒ Press 


-OR-

Leaving the handset on-hook, press **Line 1**.

-OR-

Press the **Answer** soft key.

Answer Using the Headset

- ⇒ Press  to answer the call through your connected headset.
- ⇒ If Headset Memory Mode is activated, press **Line 1** or the **Answer** soft key.


Answer When on Another Call

You can be on an active call and receive an incoming call on the same phone number or other line key.

Single Line Key

The second call causes a call waiting tone to be played, the second line status indicator flashes green, and an incoming call icon appears. The call waiting prompt identifying the incoming caller appears for 10 seconds only. You can ignore, answer, or reject the call (the **Reject** soft key on private lines only).

The active call is then in focus and you must scroll to the incoming call appearance to answer it.


1. Press  to put the original call on hold.
2. Press the down arrow to access the new call. Soft key labels are updated in the display showing **Ignore**, **Answer**, and **Reject**.
3. Answer the incoming call. This places the original call on hold and refreshes the soft key labels.

Multiple Line Keys

The second call causes a call waiting tone to be played, the second Line Key indicator flashes green, and an incoming call icon appears. The call waiting prompt identifying the incoming caller appears for 10 seconds only. You can ignore, answer, or reject the call (the **Reject** soft key on private lines only). Perform one of the following steps:

- ⇒ Answer the incoming call by pressing the **Line 1** or **Line 2** key associated with the second incoming call. The first call is put on hold and the second call is answered.

-OR-

- ⇒ Press  to put the original call on hold. Soft key labels are updated on the display showing **Ignore**, **Answer**, and **Reject**.

-THEN-


- ⇒ Answer the incoming call. This places the original call on hold and refreshes the soft key labels.

Shared Lines

The second call causes a call waiting tone to be played, the second Line key indicator flashes green, and an incoming call icon appears on the second Line key. The call waiting prompt identifying the incoming caller appears for 10 seconds only.

Answering a call on shared line is no different than on private line; except that there is no **Reject** soft key and another person on the shared line might answer the call.


Adjust the Volume


Press  to adjust the receiver volume during a call. Pressing these keys in the idle status adjusts ringer volume.

NOTE: To conform to regulatory requirements, handset and headset volume returns to a preset level after each call.


Mute



Microphone mute applies to all modes: Handset, Headset, and Hands-free Speakerphone. You can still hear all other parties while mute is enabled.

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

To turn off Microphone mute, press  again.

Call Hold

During a call, press the  button. This is indicated on the display by the hold icon as the line indicator.

Press  again or the **Resume** soft key to resume the call. The active audio icon (one of ) appears on the line indicator. When a call has been on hold for an extended period of time, both visual and audible alerts appear. When active on a call, the ring splash is played at a volume that is typically lower than the normal ring volume.

NOTE: Calls on hold may generate music, so be careful if you are on a conference call.

Multiple Calls on Hold

If two or more calls are on hold, it is indicated on the display. For example, “2/3” indicates that this is the second call out of three calls. If calls are on hold on more than one Line Key, all calls are combined into a single call list. Pressing a Line Key with calls on hold places the current active call on hold and resumes the first call on that Line Key.

End a Call

To end a call, perform one of the following steps:

- ⇒ Press the **EndCall** soft key if you are using a handset.


-OR-

Replace the handset.

-OR-

Press  if in hands-free/speakerphone mode.

-OR-

Press  if in headset mode.

Conference Calling

You can initiate a conference call with other parties using the phone's conference feature.

1. Establish an active call (dialed or received).
2. Press the **Conf** soft key to create a new call. The active call is placed on hold.
3. Dial the extension or number of the second party followed by #.
4. When the second party answers, announce and press the **Conf** soft key again to join all parties together.

NOTE: **Once the conference is split, the original conference call ends. If you want to join the parties back together, you must re-establish the conference call.**

Split a Conference Call

Press the **Split** soft key to split the conference. Both parties are placed on hold.

Set up a Conference Using the Join Soft Key

When on an active call:

- ⇒ **If you have a call on hold** (on the same line or on another line), use the down arrows to go to the call on hold, then press the Join soft key. A conference is created with the active call on hold and yourself.

-OR-

Call Transfer

- ⇒ **If you have more than one call on hold**, use the up and down arrow to switch to one of the calls on hold, then press the Join soft key. A conference is created with the active call on hold and yourself.

End a Conference Call

Press the **EndCall** soft key or hang up. The other parties will stay connected to each other.

Announced Transfer

You can talk privately to the party to which you are transferring the call before the transfer is complete. You can cancel the transfer before the call connects by pressing the **Cancel** soft key.


1. During a call, press the **Trans** soft key. The active call is placed on hold.
2. Dial the extension or number to which you want to transfer the call followed by #.
3. After the party answers and you announce, press the **Trans** soft key to complete the transfer.

Blind Transfer

The call is automatically transferred after you dial the number of the party to whom you want to transfer the call.

1. During a call, press the **Trans** soft key.
2. Press the **Blind** soft key.
3. Perform one of the following steps:
 - ⇒ Dial the extension or number to which you want to transfer the call.
 - OR-**
 - ⇒ Press the **Dir** soft key to access the Contact Directory, use the up or down arrow key to access a contact, then press the **Dial** button.
 - OR-**
 - ⇒ Press the **Callers** soft key to access the Received Calls list, use the up or down arrow to access a contact, then press the **Dial** button.
 - OR-**

Access Voice Mail

- ⇒ Press the **Dial** button to access the Placed Calls list, use the up or down arrow key to access a contact, then press .


You can access your voicemail from your phone. The flashing Message Waiting Indicator (MWI) and a visual notification on the display indicates there are new voice messages. If the phone is configured for multiple lines, an individual line indicator icon indicates voicemail messages left on that line. A stutter dial tone in place of normal dial tone also indicates that there are one or more voice messages.

NOTE: If your SoundPoint IP 330/320 has a Messages button, press it to access your voicemail.

Perform one of the following steps:

- ⇒ Press the **Msgs** soft key.
- ⇒ Follow the voice or visual prompts on the display to retrieve your messages. If multiple lines are configured on your phone, select the line from which you want to retrieve messages.

-OR-

- ⇒ Press the **Menu** button.
- ⇒ Select **Features > Messages**.
- ⇒ Press .
- ⇒ Follow the voice or visual prompts on the display to retrieve your messages. If multiple lines are configured on your phone, select the line from which you want to retrieve messages.

NOTE: For detailed instructions on using voice mail, refer to the [Voice Mail User Guide](#) or [Voice Mail Pocket Guide](#) on the Customer Training & Documentation website.

<http://customertraining.verizonbusiness.com>. They are located under Polycom Reference Guides in the *Verizon VoIP* and *Verizon VoIP – Integrated Communications Package* sections.