

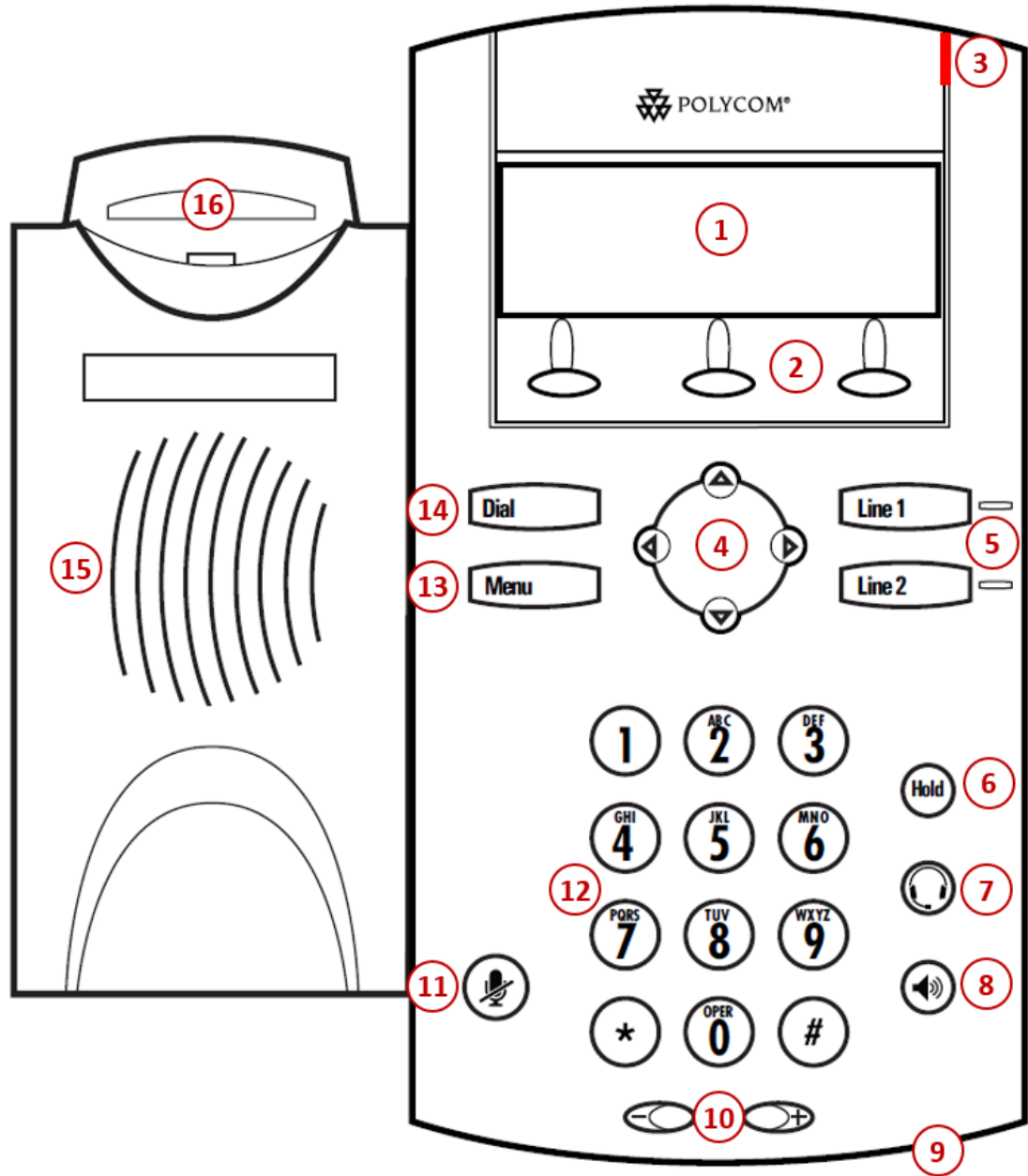


CALNET 3: AT&T Voice DNA[®]: Quick reference guide

Polycom[®] SoundPoint[®] IP 321 / 331

Version 1.2







AT&T Voice DNA®: Quick reference guide

What is the Polycom® SoundPoint® IP 321 / 331?

The Polycom SoundPoint IP 321 /331 phones are full-featured IP phones each with hands-free speakerphone and handset designed for hi-fidelity wideband audio, and a built-in headset connection. Each phone can have up to two unique phone numbers and has a standard phone keypad and three soft keys, located below the display window, that provide additional functions based upon the status of the phone. Both phones are equipped with a grey scale graphical LCD display and the 331 has a dual-port 10/100 Ethernet switch.

Polycom® SoundPoint® IP 321 / 331 at a glance

1. **Graphic Display:** Provides information about calls, messages, soft keys, time, date, etc.
2. **Soft keys:** Performs various functions visible in the graphic display depending on the state of the phone. Select the MORE key to view additional options.
3. **LED indicator:** Flashes when there is a new voicemail or when the phone is booting up.
4. **Display Control keys:** Navigates through the displayed information in the graphic display window. The center checkmark selects the displayed data.
5. **Line keys with indicators:** Displays the state of an active call or line status.
6. **Hold button:** Places an active call on hold and resumes a held call.
7. **Headset button:** Allows for hands-free communication through a headset.
8. **Speakerphone button:** Enables hands-free communication.
9. **Microphone:** Allows for hands-free audio transmission.
10. **Volume keys:** Controls the incoming audio for handset, headset, speaker and ringer.
11. **Mute button:** Temporarily cancels audio transmission.
12. **Dial pad:** Enters digits to be dialed and entries in the Contact Directory.
13. **Menu button:** Accesses phone settings and features.
14. **Dial button:** Initiates a new call or views placed call list.
15. **Speaker:** Provides audio output for the ringer and hands-free communication.
16. **Hook switch:** Toggles the state of the phone between active and idle states.



Placing a call

- Dial the number first using:
 - Dial pad
 - Callers soft key
 - Call List
 - Contact Directory
 - Dial button
- Then choose your calling method (handset, headset, or speakerphone).

Notes:

- You do NOT need to dial 9 for an outside line or 1 for long distance.
- Internal calls can be completed by dialing the extension.
- Call duration is monitored through a call timer on the graphic display.

Answering a call

You can answer a call using:

- Handset
- Headset
- Speakerphone
- Soft keys
 - Answer: answers the call, defaults to speakerphone.
 - Reject: sends call directly to voicemail.
 - Ignore: will silence the ringing.

Call Waiting

Each line appearance can handle two calls at a time. To answer a call in waiting select the answer soft key to activate the incoming call.

Line indicators

The line indicators will change color depending on the event:

- Fast flashing green: Incoming (ringing) call
- Solid green: Active call is in progress
- Flashing red: Call is on hold
- Solid red: Shared line busy (if applicable)

Placing a call on hold

During an active call:

- Press Hold button.

To remove from hold:

- Press Hold button again or Resume soft key.

Notes:

- Music on hold will play if a conference call is put on hold.
- If multiple calls are held, use the up / down arrows to switch between calls and press Resume soft key to select the desired call.

Line appearances and line keys

A phone number assigned to a line key on an IP phone is called a line appearance. Your phone may have the same number on multiple line keys, different lines or extensions that belong to you or shared extensions that belong to others.

When a call comes in, all phones with that number as a line appearance will ring at the same time.

Shared call presence:

- When a call is answered and put on hold, any other phone with that line appearance can take the call off hold.

Not shared call presence:

- When a call is answered, it becomes exclusive to the phone that answered it.

Move between calls on different line keys:

- While on a call, press the line key associated with another line. The call on the first line is automatically put on hold.
- To return to the first caller, press the line key associated with the first call. The second call is automatically put on hold.



Line icons

The following list describes the icons visible on the graphic display:

- Registered line: solid black telephone
- Registered shared line: split black / white telephone
- Ringing / incoming call: musical notes
- Call on hold: white phone with flashing upside down handset
- Voice mail messages: envelope beside applicable line key
- Do Not Disturb activated: large X

Intercom

You can initiate an intercom call to other AT&T Voice DNA users in your organization.

To make an intercom call:

- Enter *96.
- Enter an extension number.
- Wait to hear a beep, and then speak.

Note: The phone of the person you are calling, automatically answers in speakerphone mode. They can choose to pick up the handset or switch to headset mode, once the intercom call is connected.

Conference calling

You can conference up to 3 participants on one call.

To add a second person to an existing call:

- Press the Conference (Conf) soft key.
- Enter the number of the second person.
- Select the Dial button.
- Press the Conference (Conf) soft key to complete.

To merge an active call with one on hold:

- Use the down arrow to switch to the held call and press the Join soft key.

Transferring a call

Transferring a call releases the call from your phone.

Call transfer consultative:

Allows you to speak privately to the receiving party before completing the transfer.

- During an active call, press the Transfer (Trnsfr) soft key.
- Enter the phone number of the receiving party.
- Select the Dial button.
- Wait for the receiving party to answer and discuss the issue.
- Press the Transfer (Trnsfr) soft key to complete the transfer.

Call transfer blind:

Also known as cold transfer, transfers a call without announcing the call to the receiving party.

- During an active call, press the Transfer (Trnsfr) soft key.
- Select the Blind soft key.
- Enter the phone number of the receiving party.
- Select Dial button.
- Select Transfer (Trnsfr) soft key to complete the transfer.

Note: If the recipient does not answer, the call will transfer to their voicemail if voicemail has been setup.

Cancel call transfer:

- Press the Cancel soft key before the transfer completes.

Note: You do not need to place the call on hold before transferring. During the transferring process, the caller will automatically be put on hold and hear music.

Transferring a call directly to voicemail

- During an active call, press the Transfer (Trnsfr) soft key.
- Select the Blind soft key.
- Enter *90 and the extension number.
- Press the Transfer (Trnsfr) soft key.



Call forwarding

Enable call forwarding

- When your phone is idle, enter:
 - *72 Call Forwarding Always
 - *92 Call Forwarding No Answer
- Enter the forward-to number.
- Press the Dial button.
- Listen for the voice prompt that confirms Call Forwarding is turned on.

Note: The forward-to number can be an extension or any 10-digit phone number.

Disable call forwarding

- When your phone is idle, enter:
 - *73 Call Forwarding Always
 - *93 Call Forwarding No Answer
- Press the Dial button.
- Listen for the voice prompt that confirms Call Forwarding is turned off.

Do not disturb

The do not disturb option prevents incoming calls from ringing. The line indicator will not flash. Calls will go directly to voicemail, if no other forwarding has been configured. A large X will be shown in the graphic display window. “Do Not Disturb” appears in the display window.

Enable / Disable:

- Press the Menu button.
- Select Features.
- Select Do Not Disturb.
- Select Enable or Disable, as appropriate.

Notes:

You can still make outgoing calls as normal. This feature is activated for the phone as a whole, and not by individual line.

On a shared line, your phone will not ring, but the line will blink and you or someone else can answer the call.

Callers soft key

The Callers soft key displays a list of received calls.

Retrieve call list:

- Select the Callers soft key.
- Use the display control keys to scroll up / down through the list.
- Select the Dial button to place the call.

Call List

The phone maintains up to 99 instances of:

- Received calls
- Placed calls

Retrieve call list:

- Select the Menu button.
- Select Features and then choose Call Lists.
- Select the desired call list.
- Use the display control keys to scroll up / down through the list.
- Select the Dial button to place the call.

Delete an individual log entry:

- Select the Menu button.
- Select Features and then choose Call Lists.
- Select the desired call list.
- Select the individual call to be deleted.
- Select the right arrow display control key.
- Select the Delete soft key.

Delete entire call list:

- Select the Menu button.
- Select Features and then choose Call Lists.
- Select Clear.
- Select the call list to be deleted.
- Select the Yes soft key.

Note: If power is lost to the phone or the phone is rebooted, the call lists will be erased on the phone.



Contact Directory

The phone maintains up to 99 contacts, entered by the user.

Add new contact:

- Select the More soft key.
- Choose the Directories (Dir) soft key.
- Select New Entry.
- Choose the check mark to enter edit mode.
- Enter information using the dial pad.
- Select the OK soft key when you are done editing a field.
- Select the down arrow display control key to change fields.
- Choose the left arrow display control key to exit edit mode.
- Select the Yes soft key when complete.

Modify current contact:

- Select the More soft key.
- Choose the Directories (Dir) soft key.
- Highlight the contact you wish to change and choose the right arrow display control key.
- Select appropriate soft key (Edit or Delete).
- Choose the check mark to edit a field.
- Select the OK soft key when you are done editing a field.
- Choose the left arrow display control key to exit edit mode.
- Select the Yes soft key when complete.

Parking a call

Parking a call allows you to pick-up a call from a different extension.

Park an active call:

- Press the Park soft key.
- Enter your extension.
- Press Enter soft key.

Retrieve a parked call:

- Press Retrieve (Retrve) soft key.
- Enter your extension.
- Pick up the handset.

Selecting a ringtone

The phone can support 24 selectable ringtones, but only 19 are available at this time.

Change the ringtone:

- Choose the Menu button.
- Select Settings.
- Select Basic.
- Select Ring Type.
- Select the Play soft key to hear the ringtone.
- Choose the Select soft key to set the ringtone.

Block and unblock Caller ID

Your administrator controls the Caller ID settings for your organization. When Caller ID is turned on, your number appears on the phone you call. If permitted by your organization, you can block your line's Caller ID on a per call basis.

Temporarily block Caller ID:

- Enter *67 and the number you want to call.
- Press the Dial button.

Your administrator can also block your line's Caller ID for all calls. You can unblock your line's Caller ID on a per call basis.

Temporarily unblock Caller ID:

- Enter *82 and the number you want to call.
- Press the Dial button.

Feature (star) codes

These are some of the commonly used feature (star) codes:

- *00 Last number redial
- *60 Music on hold
- *67 Caller ID Selective Blocking
- *69 Call return
- *70 Call waiting off
- *72 Forward all calls on
- *73 Forward all calls off
- *90 Transfer caller directly to voicemail
- *96 Intercom
- *98 Call park
- *99 Call park retrieve



Register or reboot your phone

There will be times when you must reset your phone so that it can retrieve crucial software updates and configurations from the AT&T Voice DNA service.

- Press the Menu button.
- Select Settings.
- Select Basic.
- Select Restart Phone.

Note: The Polycom logo will appear in the display window for a short time. Once the logo disappears, the phone is operational.

E911 process and procedures:

If you call 911 from your office / cubicle, the address displayed for emergency responders is the building address.

- Please notify the guard and or have someone wait at the entrance to direct emergency services.

Guard telephone number is:

If a network outage or loss of power occurs:

- Use your cell phone to call emergency services.

Voicemail

You can listen to your voicemail messages using any touchtone phone (IP, wireline or wireless).

New voicemail message

- Flashing indicator light
- Envelope in graphic display

To retrieve messages:

- Select the Messages (Mgs) soft key.
- Select Message Center.
- Select Connect soft key.
- Enter your voicemail PIN.