Polycom IP331 User Guide

You will notice that these phones do not have physical Transfer or Conference. These features will now appear in the display during a call.

**To Conference**
1. During a call you will see Conf appear at the bottom of the display.
2. Press Conf and you will get dial tone. Dial the second number.
3. When the second caller answers, the display at the bottom will change to Conf, Cancel, and Split.
4. Press Conf to create a 3-party call.
5. Repeat steps 2-4 to create up to a 6-party conference call.

**To Transfer**
1. During a call you will see Trans appear at the bottom of the display.
2. Press Trans and you will get dial tone. Dial the second number.
3. When the second caller answers, the display at the bottom will change to Trans, Cancel, and Split.
4. Press Trans to finish transferring the call.

**To Hold**

When on a call, press the Hold button to put the caller on hold. Your display will change to Hold:[caller] and the button next to Line 1 will flash red. To go back to the call, press Line 1 or press the Resume button at the bottom of the display which will appear after you put a call on hold.

**Directory**
The Polycom phone will hold 99 contacts in the Directory. To access it, from the default screen press Dir. The first time you do this you will see <New Entry>. Press the checkmark button to select this option and then you can press up and down to scroll through the fields you can change. As an example, to change the Last name, scroll down to it, press the checkmark button to edit it and enter the name and when you are finished hit the OK button.

**Voicemail**

When you receive a voicemail message you will see an Envelope appear on your display and you will see a red flashing light at the top-right of your phone. To check your voicemail, dial 56245 and the voicemail system will prompt you for your password.

**Changing your ring tone**

Press the Menu key, then select Settings (option 3), then Basic (option 1), then Ring Type (option 3). By pressing up and down you can scroll through the choices and you can press Play to hear them. When you find the one you like press the Select button, then hit the Menu key to return to the default screen.