



DATA SHEET

Polycom® SoundPoint IP® 321 and 331

Enterprise-grade SIP phones for remarkable value

The Polycom® SoundPoint® IP 321 and 331 are two-line SIP phones that deliver superb sound quality as well as a wide range of supported business telephony features. The SoundPoint IP 321 phone has a single 10/100 Ethernet port and is designed for common areas, such as lobbies, hallways, and break rooms, as well as various wall-mounted deployments. The SoundPoint IP 331 phone, with its dual-port 10/100 Ethernet switch for LAN and PC connection, presents a cost-effective solution for cubicle workers as well as call center operators who use a “hard” phone in conjunction with a “soft” client running on the PC.

Superb sound quality

The SoundPoint IP 321 and 331 phones feature a full-duplex IEEE 1329 Type 1-compliant speakerphone with Polycom’s legendary Polycom® Acoustic Clarity™ technology that delivers excellent sound quality and enables noise-free and echo-free conversations that are as natural as being there.

Enterprise-grade feature set¹

The SoundPoint IP 321 and 331 phones deliver through an intuitive user interface a full feature set encompassing both traditional business telephony features such as call hold, park, pick-up, transfer, and three-way local conferencing, and more advanced capabilities such as shared call/bridged line appearance, hosts built-in XML microbrowser, and distinctive call treatment.

Efficient installation and provisioning

The SoundPoint IP 321 and 331 phones are engineered to make installation, configuration, and upgrades as simple and efficient as possible. The phones’ standard base stand can be reversed to become a wall mount, eliminating the need for a separate accessory. Built-in IEEE 802.3af PoE circuitry and a dual-port Ethernet switch (SoundPoint IP 331 phone only) enable flexible deployment options and savings on cabling expenses.

Make great things happen with Polycom SoundPoint IP 321 and 331

In today’s Internet driven world, the ability to conduct real time communication and collaboration has become critical to an organizations survival. As the market leader in voice, video, data and web solutions, our award-winning IP telephony and conference technology makes it easy for people to interact and maximize productivity over any network, in just about an environment, anywhere around the globe. That’s why more organizations worldwide use and prefer Polycom IP telephony and application solutions. Because when people work together, great things happen. See how you, too, can achieve great things with the Polycom SoundPoint IP 321 and 331 desktop phones.



Benefits

- **Enterprise-grade feature set¹**—Two lines, support of shared line presence, 3-way local conferencing, and built-in XML microbrowser
- **Efficient installation and provisioning**—Remote, zero-touch provisioning with support of a variety of servers
- **Broad and robust interoperability**—Certified to interoperate with a broad array of SIP call control platforms to enable open choices and innovations while simplifying provisioning, management and support

Product specifications

Lines (directory numbers)

- Up to 2 lines with up to 2 calls per line

Display

- 102 x 33 pixel-graphical LCD

Feature keys

- 3 context-sensitive “soft” keys
- 2 line keys with bi-color (red/green) LED
- 2 feature keys (“Menu” and “Dial”)
- 4-way navigation key cluster with center “Select” key
- 2 volume control keys
- Dedicated hold key
- Dedicated headset key
- Dedicated hands-free speakerphone key
- Dedicated microphone mute key

Headset compatibility

- Dedicated 2.5-mm headset port compatible with most monaural mobile phone headsets

Hearing aid compatibility

- Compliant with ADA Section 508 Recommendations: Subpart B 1194.23 (all)
- Hearing Aid Compatible (HAC) handset for magnetic coupling to approved HAC hearing aids
- Compatible with commercially-available TTY adapter equipment

Audio features

- Full-duplex hands-free speaker-phone with Polycom® Acoustic Clarity™ technology
 - Type 1 compliant with IEEE 1329 full duplex standards
- Frequency response—300Hz–3300Hz for handset, headset and hands-free speakerphone modes
- Codecs: G.711 μ /A and G.729A (Annex B)
- Individual volume settings with visual feedback for each audio path
- Voice activity detection
- Comfort noise fill
- DTMF tone generation/DTMF event RTP payload
- Low-delay audio packet transmission

- Adaptive jitter buffers
- Packet loss concealment
- Acoustic echo cancellation
- Background noise suppression

Call handling features¹

- Shared call/bridged line appearance
- Flexible line appearance (one or more line keys can be assigned for each line extension)
- Distinctive incoming call treatment/ call waiting
- Call timer
- Call transfer, hold, divert (forward), pickup
- Called, calling, connected party information
- Local three-way conferencing
- One-touch speed dial, redial
- Call waiting
- Remote missed call notification
- Intercom
- Automatic off-hook call placement
- Do not disturb function

Other features

- Interoperability with Microsoft® LCS 2005 for telephony and presence²
 - Compatibility with Microsoft Office Communicator and Windows® Messenger 5.1 Clients
- Enabled for Polycom Productivity Suite
- Local feature-rich GUI
- Time and date display
- User-configurable contact directory and call history (missed, placed and received)
- Wave file support for call progress tones
- Unicode UTF-8 character support. Multilingual user interface encompassing Danish, Dutch, English (Canada/US/UK), French, German, Italian, Norwegian, Russian, Spanish, Swedish

Protocol support

- IETF SIP (RFC 3261 and companion RFCs)
- Network and Provisioning
- SoundPoint IP 331—two-port 10/100 Mbps Ethernet switch
- SoundPoint IP 321—single 10/100 Mbps Ethernet port

- Manual or dynamic host configuration protocol (DHCP) network setup
- Time and date synchronization using SNTP
- FTP/TFTP/HTTP/HTTPS server-based central provisioning for mass deployments
- Provisioning and call server redundancy supported
- Web portal for individual unit configuration
- QoS Support—IEEE 802.1p/Q tagging (VLAN), Layer 3
- TOS, and DSCP
- Network Address Translation (NAT) support for static configuration and “Keep-Alive” SIP signalling
- RTCP support (RFC 1889)
- Event logging
- Syslog
- Local digit map
- Hardware diagnostics
- Status and statistics reporting

Security¹

- Transport Layer Security (TLS)
- Encrypted configuration files
- Digest authentication
- Password login
- Support for URL syntax with password for boot server
- HTTPS secure provisioning
- Support for signed software executables

Power

- Built-in, auto-sensing IEEE 802.3af Power over Ethernet (Class 1)
- External universal input AC adapter (optional4; 24V DC @ 500mA)

Approvals

- FCC Part 15 (CFR 47) Class B
- ICES-003 Class B
- EN55022 Class B
- CISPR22 Class B
- AS/NZS CISPR 22 Class
- VCCI Class B
- EN55024 Class B

- EN61000-3-2; EN61000-3-3; EN-61000-6-1
- ROHS compliant
- Anatel
- GOST
- C-tick
- CCC

Safety

- CE Mark
- EN 60950-1
- IEC 60950-1
- NRTL
- CAB/CSA-C22.2 No. 60950-1-03
- AS/NZS 60950-1

Operating conditions

- Temperature: 10–40°C (50–104°F)
- Relative humidity: 20%–85%, non-condensing

Storage temperature

- -40–70°C (-40–160°F)

SoundPoint IP 331/321 comes with:

- SoundPoint IP 331/321 console
- Handset with handset cord
- Base stand
- Network (LAN) cable
- Quick Start Guide
- Product registration card

Size

- 6.7 in x 5.7 in x 6.9 in x 1.4 in
- (17 cm x 14.5 cm x 17.5 cm x 3.5 cm)

Weight

- Phone weight: 1.37 lb (0.625 kg)

Part numbers/UPC codes

- SoundPoint IP 331
 - 2200-12365-025/610807694694 for all markets
- SoundPoint IP 321
 - 2200-12360-025/610807690276 for all markets

Unit box dimensions/weight

- 10 in x 4.2 in x 11.6 in (W x H x D)
- (25 cm x 10.5 cm x 29.5 cm)
- 3 lb 4 oz (1.49 kg)

Master carton quantity

- Ten

Country of origin

- Thailand

Warranty

- 1 year

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1. Some of these features need to be supported by an appropriate call / applications server
 2. Requires SIP version 3.1.3 Rev C or higher

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About Polycom

Polycom is the global leader in open standards-based unified communications and collaboration (UC&C) solutions for voice and video collaboration, trusted by more than 415,000 customers around the world. Polycom solutions are powered by the Polycom® RealPresence® Platform, comprehensive software infrastructure and rich APIs that interoperate with the broadest set of communication, business, mobile and cloud applications and devices to deliver secure face-to-face video collaboration in any environment.

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