

# Incoming Call Functions (331/350)

## Answering

- Pick up the Handset (to receive the call through the handset)
- Press the Speakerphone button to receive the call through Speakerphone.
- Press the Answer button (this will answer the call through Speakerphone or Headset mode depending on what was most recently used)
- Press the Headset button (ensure you have a headset connected). The headset port is located on the back of the Polycom.
  - If you press the headset button, it is important to remember that unless switch to a different method of placing/receiving calls future calls will be placed/answered through the headset
  - This feature is known as Headset Memory, and can be enabled/disabled from Home > Settings > Preferences > Headset > Headset Memory.

## Incoming Call Functions

- Answer: Answer the call.
- Reject: Rejects the call and sends it an unavailable destination, depending on the organizations configuring. May be a voicemail, or it may be another extension.
- Ignore: Ignores the call. The caller will continue to ring but the ringer will be silence, you still have the option to answer if the call does not expire per the ring interval.

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