



## SoundPoint® IP 32x/33x

### Quick User Guide

Basic Phone Features  
Customizing Your Phone

Applies to phones running Polycom UC  
Software 3.3.0 or later.

The content in this guide may vary  
depending on phone configuration.  
Particulars and menu options may vary.  
For detailed information please consult  
the comprehensive SoundPoint IP  
32x/33x User Guide available at:  
[www.polycom.com/support/voicedocumentation/](http://www.polycom.com/support/voicedocumentation/)

### NAVIGATION

Scrolling: ⬆ or ⬇  
Step in/out of menus, toggle  
enabled/disabled: Ⓜ or Ⓝ  
Enter/Select: Ⓜ  
Back/Delete: ✕

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## BASIC PHONE FEATURES

### PLACING A CALL

#### Using the Handset:

Pick up the handset, and then dial the number. Or, dial the number first, and then pick up the handset.

#### Using the hands-free Speakerphone:

- With the handset on-hook, press , any assigned line key, or the **NewCall** soft key. Then, enter the number.

or

- Dial the number, and then press  or .

#### Using the optional Headset:

- With the headset connected, press , any assigned line key, or the **NewCall** soft key.

or

- Dial the number, and then press .

*During a call, you can alternate between modes by pressing  or  or picking up the handset.*

### ANSWERING A CALL

**Handset:** Pick up the handset.

**Speakerphone:** Press: , the line key, or the **Answer** soft key.

**Headset (optional):** Press .

*Incoming calls may be denied by pressing the **Reject** soft key during ringing.*

### ENDING A CALL

Press the **EndCall** soft key or the line key corresponding to the line. Or, depending on the call mode, press , press , or hang up the handset.

### REDIAL

Press  to display the Placed Call list. Scroll to select the desired recipient and press  again.

### MICROPHONE MUTE

During a call, press . Mute applies to all modes. You can hear all other parties while Mute is enabled, but other parties cannot hear you.

To un-Mute, press  again.

### CALL HOLD AND RESUME

During a call, press .

Press  again, the **Resume** soft key, or the line key to resume the call.

### LOCAL CONFERENCE CALLS<sup>1</sup>

#### To create a three-way local conference call:

1. Connect to the first party.
2. Press the **Conf** soft key to create a new call (the active call is placed on hold).
3. Place a call to the second party.
4. When the second party answers, press the **Conf** soft key again to join all parties in the conference.

#### Conference Behavior:

- Placing the conference call on hold will place the other conference parties on hold.
- Pressing the **Split** soft key will split the conference into two separate calls on hold.
- A conference may be created between an active call and a call on hold by pressing the **Join** soft key.

### DO NOT DISTURB (DND)<sup>2</sup>

Press  and select **Features > Do Not Disturb > Enable** to prevent the phone from ringing for incoming calls. An icon appears for all lines to confirm that DND is enabled.

Press  and select **Features > Do Not Disturb > Disable** to turn Do Not Disturb off.

### CALL TRANSFER

1. During a call, press the **Trans** soft key (the active call is placed on hold).
2. Place a call to the party to which you want to transfer the call.
3. After speaking with the second party, press the **Trans** soft key to complete the transfer.

*Press the **Blind** soft key to transfer the call without speaking to the second party.*

*Transfer can be cancelled during establishment by pressing the **Cancel** soft key. The original call is resumed.*

### CALL FORWARDING<sup>3</sup>

#### To enable call forwarding:

1. Press  and select **Features > Forward**.
2. Select a **Forwarding Type**. Forward **Always**, on **No Answer**, or on **Busy**.
3. For all types, enter a number to forward all future calls to. For **No Answer**, enter the number of rings before forwarding.
4. Press the **Enable** soft key to confirm Call Forwarding. A moving arrow icon appears for that line.

#### To disable call forwarding:

Perform steps 1 and 2, but select **Disable**.

*Call forwarding is not available on shared lines.*

<sup>1</sup> - Optional feature. Must be configured from the call server.

<sup>2</sup> - Dependant on call server configuration.

<sup>3</sup> - Behavior will vary if this feature is configured from the call server.



## CALL LISTS

From the idle screen, press for Speed Dial, for Received Calls, or for Placed Calls. Or, press then select **Features > Call Lists > Missed Calls, Received Calls, or Placed Calls.**

Call information will be displayed.

Select a call and press to dial the number. You can also **Delete** the entry, **Save** the contact information, or see **Info** about the call.

## VOICE MAIL<sup>4</sup>

A voice mail icon on the screen, a flashing line key, and a stutter dial tone indicate one or more new voice mail messages.

**To listen to voice messages:**

1. Press the **Msgs** soft key or press and select **Features > Messages.**
2. Press the connect soft key, and then follow voice prompts.

## PHONE LOCK

Lock your phone with a user password to prevent unauthorized access.

**To lock the phone:**

1. Press , and then select **Settings > Basic > Lock Phone.**
2. Chose to **Allow ringing when I...** (locked) or enable **DND when locked** for incoming calls.
3. Press the **Lock** soft key to confirm.

**To unlock the phone:**

1. Press the **Unlock** soft key
2. Enter the user password and press enter.

## SPEED DIALING

To assign a speed dial index, see the **CONTACT DIRECTORY** section.

To dial a contact assigned to a line key, press the corresponding line key. You can also enter <X X #>, where XX is a valid speed dial index from 1 to 99, and then press the **Dial** soft key to call the corresponding speed dial contact.

<sup>4</sup> - This feature must be enabled from the call server.

## CUSTOMIZING YOUR PHONE

### CONTACT DIRECTORY

**To add a contact** in your local phone directory:

1. Press the **Dir** soft key, and then select **<New Entry>.**
2. Press to enter a contact into the phone's database.
3. Enter first name from the dial pad.
4. Press the **Ok** or **Cancel** soft keys to accept or cancel changes.
5. Press to display the next field in the contact's entry.
6. Repeat steps 2 through 5 to enter last name and a unique contact phone number (not already in the directory).
7. Change the other fields as desired.
8. Press to end data entry.
9. Press the **Yes** or **Cancel** soft keys to accept or cancel changes, then press twice to return to the idle screen.

*Contacts can be easily added from Call Lists. For more information, see the **CALL LISTS** section.*

**To search for a contact:**

1. Press the **Dir** soft key.
2. Using the dial pad, enter the first characters for the Last name.  
For example, to find the first directory entry with the last name starting with J, press the 5 key once. Searches are not case sensitive. Dial the successful match from the resulting search screen.

**To edit a contact:**

1. Search for contact (see above).
2. Press the **Edit** soft key and make the necessary changes.
3. Press to end data entry
4. Press the **Yes** soft key to accept your changes, then press twice to return to the idle screen.

### VOLUME ADJUSTMENT

Press the volume keys to adjust the call volume of the active mode. Pressing these keys in idle state adjusts the ringer volume.

*To conform to regulatory requirements, handset and headset volume will return to a preset level after each call, but the configuration can be changed by your system administrator. Hands-free volume settings will be maintained across calls.*

### RING TYPE

You can select different rings to match your preferences and distinguish between calls on lines.

**To change the incoming ring:**

1. Press , and then select **Settings > Basic > Ring Type.**
2. Scroll to highlight the desired ring type. Press the **Play** soft key to hear it.
3. Press or the **Select** soft key to accept the highlighted ring type, and then press to return to the idle screen.

*If you select Silent ring, press the Line key or Answer soft key to answer incoming calls.*

### AUDIBLE RINGER

You can select the default alerting destination for incoming calls.

**To change the audible ringer:**

1. Press , and then select **Settings > Basic > Preferences > Audible Ringer.**
3. Scroll to highlight the desired alerting destination for incoming calls.
4. Select the desired destination, and then press to return to the idle screen.

### DISTINCTIVE RINGING / CALL TREATMENT

You can set distinctive incoming ringing tones for different contacts in your local directory.

**To set a distinctive ring for a local contact:**

1. Press the **Dir** soft key.
2. Search for the contact (see the **CONTACT DIRECTORY** section).
3. Press the **Edit** soft key, then scroll down to Ring Type and press to edit it.
4. Using or , select the desired ring tone.
5. Press the **Ok** soft key to accept the change, and then press twice to return to the idle screen.

### HEADSET MEMORY MODE

For frequent or full-time headset users, there is an option to default all calls to the headset.

**To enable Headset Memory Mode:**

1. Press and select **Settings** followed by **Basic, Preferences, Headset, and Headset Memory.**
2. Scroll down to **Enable** and press to select it, and then press to return to the idle screen.

**To disable Headset Memory Mode:**

Repeat steps 1 and 2, but select **Disable.**

**To activate Headset Memory Mode (if enabled):**

Press twice. The headset icon will flash.

