SoundPoint® IP 32x/33x

Quick User Guide

Basic Phone Features
Customizing Your Phone

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/

NAVIGATION
Scrolling: setup or setup
Step in/out of menus, toggle enabled/disabled: or setup
Enter/Select: setup
Back/Delete: setup

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 setup, any assigned line key, or the NewCall soft key. Then, enter the number.
• Dial the number, and then press setup or setup.
Using the optional Headset:
• With the headset connected, press setup, any assigned line key, or the NewCall soft key.
• Or dial the number, and then press setup or setup.

ANSWERING A CALL
Handset: Pick up the handset.
Speakerphone: Press: setup, the line key, or the Answer soft key.

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 setup, press setup, or hang up the handset.

DO NOT DISTURB (DND)2
Press Menu 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 Menu and select Features > Do Not Disturb > Disable to turn Do Not Disturb off.

MICROPHONE MUTE
During a call, press setup. 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 setup again.

CALL HOLD AND RESUME
During a call, press setup.
Press setup again, the Resume soft key, or the line key to resume the call.

LOCAL CONFERENCE CALLS1
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.

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.

CALL FORWARDING2
To enable call forwarding:
1. Press Menu 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.

1. Optional feature. Must be configured from the call server.
2. Dependant on call server configuration.
3. 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
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 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. Choose to Allow ringing when .. (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.

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.
3. Press or the Select soft key to accept the highlighted ring type, and then press to return to the idle screen.

AUDIBLE RINGER

You can select the default alerting destination for incoming calls.

To change the audible ringer:
1. Press and select Basic > Preferences > Audible Ringer.
2. Scroll to highlight the desired alerting destination for incoming calls.
3. Select the desired destination, and then press to return to the idle screen.

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 select 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.

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.

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.