POLYCOM

TOGETHER, GREAT THINGS HAPPEN.

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/voicedocum
entation/

NAVIGATION

Scrolling: ⊕ or ⊖
Step in/out of menus, toggle
enabled/disabled ⊕ or ⊖

Enter/Select: ⊙
Back/Delete: ⊗

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[1]

**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)[1]

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[1]

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.

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[1] Optional feature. Must be configured from the call
server.

[2] Dependent on call server configuration.

[3] Behavior will vary if this feature is configured from
the call server.

Polycom Soundpoint 331 User Guide

David Baud

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