SoundPoint® IP 32x/33x
Quick User Guide

Basic Phone Features
Customizing Your Phone

Applies to phones running SIP 3.1.3 or later.

For detailed information please consult the comprehensive SoundPoint IP 32x/33x User Guide available at: www.polycom.com/support/voicedocumentation

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BASIC PHONE FEATURES

PLACING A CALL
Using the Handset:
Pick up the handset and enter the number or enter the number first, and then pick up the handset.
Using the hands-free Speakerphone:
1. With the handset on-hook, press ✈, or any assigned line key.
2. Dial the number.
Or dial the number, and then press ✈.
Using the optional Headset:
1. With the headset connected, press:
   - any assigned line key, or
   - the NewCall soft key.
2. Press ✈.
3. Dial the number.
Or dial the number, and then press ✈.

During a call, you can alternate between handset, headset, or hands-free modes by pressing the ✈ or ✈ keys, or picking up the handset.

ANSWERING A CALL
Using the Handset:
Pick up the handset.
Using the Speakerphone:
Press:
- ✈, or
- the line key, or
- the Answer soft key.
Using the optional Headset:
Press ✈.

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

ENDING A CALL
Using the Handset:
Hang up or press the EndCall soft key.
Using the Speakerphone:
Press ✈ or the EndCall soft key.
Using the optional Headset:
Press ✈ or the EndCall soft key.

MICROPHONE MUTE
During a call, press ✈. Mute applies to all modes: handset, headset, and hands-free. You can hear all other parties while Mute is enabled.
To turn off Mute, press ✈ again.

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

When a call has been on hold for an extended period of time, both visual and audible alerts may appear.

LOCAL CONFERENCE CALLS*
To create a three-way local conference call:
1. Call 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.

When a conference has been established, pressing the Split soft key will split the conference into two calls on hold.

CALL TRANSFER
1. During a call, press the Trans soft key (the active call is placed on hold).

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

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.

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

CALL FORWARDING
To enable call forwarding:
1. Press and select Features, and then Forward.
2. Select a Forwarding Type from Always, No Answer, and Busy.
3. For all types, enter a number to forward all future calls to.
4. For No Answer, enter the number of rings before forwarding.
5. Press the Enable soft key to confirm Call Forwarding. A moving arrow icon appears for that line to confirm Call Forwarding is enabled.

To disable call forwarding:
1. Press and select Features, and then Forward.
2. Select a Forwarding Type from Always, No Answer, and Busy.
3. Press the Disable soft key.

Call forwarding is not available on shared lines.

If call forwarding is configured on the call server (invoked using * code dialing or from a PC-based application), then particulars and menu options may vary.

* - Conferencing is an optional feature that must be configured on the call server. Particulars and menu options may vary.
REDIAL
Press \( \text{REDIAL} \) to display the Placed Call list. Press \( \text{REDIAL} \) and \( \text{REDIAL} \) or hold down \( \text{REDIAL} \) and \( \text{REDIAL} \) to scroll to search for the desired number, and then press the Dial key again.

DO NOT DISTURB
Press \( \text{DO NOT DISTURB} \) and select Features, and then select Do not disturb to prevent the phone from ringing on incoming calls. A Do Not Disturb icon appears for all lines to confirm that Do Not Disturb is enabled.

CALL LISTS
Press \( \text{CALL LISTS} \) and select Features, and then select Call Lists. The Received and Placed Call lists can be viewed. Information on respective calls will be displayed.

From this screen, choose the appropriate soft key:
1. Info to view detailed call information.
2. Save to store the contact to the Contact Directory.
3. Delete to delete the call from the list.
Press \( \text{REDIAL} \) repeatedly to return to the idle display. Or press the Caller ID soft key to view the Received Call list.

VOICE MAIL*
The Message Waiting Indicator on the front of the phone and individual line indicators will flash and the stutter dial tone in place of normal dial tone will sound to indicate that message(s) are waiting at the message center.

To listen to voice messages:
1. Press the Msgs soft key.
2. Follow voice prompts to listen to messages.

* Voice Mail is an optional feature that must be configured on the call server. Particulars and menu options may vary.

SPEED DIALING
To assign a speed dial index, see CONTACT DIRECTORY below.

To dial a contact assigned to a line key, press the corresponding line key.

To dial a contact associated with a speed dial index:
1. Using the dial pad, enter the speed dial index followed by the #.
2. Press \( \text{REDIAL} \) or pick up the handset.

CUSTOMIZING YOUR PHONE

CONTACT DIRECTORY
To add a contact in your local phone directory:
1. Press the Dir soft key, and then press \( \text{REMEMBER} \).
2. Press \( \text{REMEMBER} \) 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 \( \text{REMEMBER} \) 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 Speed Dial Index if desired. It will automatically be assigned the next available index value.
8. Modify the remainder of the fields (Ring Type, Divert Contact, Auto Reject, and Auto Divert) if desired.
9. Press \( \text{REMEMBER} \) to end data entry.
10. Press the Yes or Cancel soft keys to accept or cancel changes.
11. Press \( \text{REMEMBER} \) repeatedly to return to the idle display.

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 case insensitive. Press the successful match from the resulting search screen.

To edit a contact:
1. Press the Dir soft key.
2. Search for the contact (see above).
3. Press the Edit soft key and make the necessary changes.
4. Press \( \text{REMEMBER} \) to end data entry.
5. Press the Yes or Cancel soft keys to accept or cancel changes.
6. Press \( \text{REMEMBER} \) repeatedly to return to the idle display.

VOLUME ADJUSTMENT
Press the volume keys to adjust handset, headset, and hands-free speaker volume during a call. 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 \( \text{RING TYPE} \).
2. Select Settings, followed by Basic, and then Ring Type.
3. Using \( \text{REMEMBER} \) and \( \text{REMEMBER} \), highlight the desired ring type. Press the Play soft key to hear the selected ring type.
4. Press the Select soft key to change to the selected ring type.
5. Press \( \text{RING TYPE} \) or \( \text{REMEMBER} \) repeatedly to return to the idle display.

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 CONTACT DIRECTORY above).
3. Press the Edit soft key and scroll down to Ring Type.
4. Enter a number corresponding to one of the ring types available (see RING TYPE above).
5. Press \( \text{REMEMBER} \) to end data entry.
6. Press the Yes or Cancel soft keys to accept or cancel changes.
7. Press \( \text{REMEMBER} \) repeatedly to return to the idle display.

HEADSET MEMORY MODE
For permanent or full-time headset users, there is an option to default all calls to the headset.

To enable Headset Memory Mode:
1. Press \( \text{HEADSET MEMORY MODE} \) and select Settings followed by Basic, Preferences, and then Headset Memory.
2. Use \( \text{REMEMBER} \) and \( \text{REMEMBER} \) and press \( \text{REMEMBER} \) to enable Headset Memory Mode.

To activate Headset Memory Mode:
Press \( \text{REMEMBER} \) twice. The Headset icon will flash.

To disable Headset Memory Mode:
Repeat steps 1 and 2 and select Disable.

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

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