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

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

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 or .

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 .

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

LOCAL CONFERENCE CALLS
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.
Conf 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)

Press and select Features > Do Not Disturb 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
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.

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 \( \text{Dir} \) for Speed Dial, \( \text{Ok} \) for Received Calls, or \( \text{Ok} \) for Placed Calls. Or, press \( \text{Ok} \) then select \( \text{Features} \rightarrow \text{Call Lists} \rightarrow \text{Missed Calls} \), \text{Received Calls}, or \text{Placed Calls}.
Call information will be displayed.
Select a call and press \( \text{Dir} \) 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 \( \text{Msgs} \) soft key or press \( \text{Ok} \) and select \( \text{Features} \rightarrow \text{Messages} \).
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 \( \text{Lock} \) and then select \( \text{Settings} \rightarrow \text{Basic} \rightarrow \text{Lock Phone} \).
2. Choose to Allow ringing when \( \text{Headset} \) or Lock the number. You can also lock by selecting \( \text{DND} \) when locked for incoming calls.
3. Press the \( \text{Lock} \) soft key to confirm.

To unlock the phone:
1. Press the \( \text{Unlock} \) soft key
2. Enter the user password and press \( \text{Ok} \) enter.

SPEED DIALING
To assign a speed dial index, see the \( \text{CONTACT DIRECTORY} \) 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 \( \text{Dial} \) 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 \( \text{Dir} \) soft key, and then select \( \text{New Entry} \).
2. Press \( \text{Ok} \) to enter a contact into the phone’s database.
3. Enter first name from the dial pad.
4. Press the \( \text{Ok} \) or \( \text{Cancel} \) soft keys to accept or cancel changes.
5. Press \( \text{Ok} \) 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 \( \text{Ok} \) to end data entry.
9. Press the \( \text{Yes} \) or \( \text{Cancel} \) soft keys to accept or cancel changes, then press \( \text{Ok} \) twice to return to the idle screen.

Contacts can be easily added from Call Lists. For more information, see the \( \text{CALL LISTS} \) section.

To search for a contact:
1. Press the \( \text{Dir} \) soft key.
2. Using the dial pad, enter the first characters for the Last name. For example, if you want 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 \( \text{Edit} \) soft key and make the necessary changes.
3. Press \( \text{Ok} \) to end data entry.
4. Press the \( \text{Yes} \) soft key to accept your changes, then press \( \text{Ok} \) twice to return to the idle screen.

VOLUME ADJUSTMENT
Press the \( \text{Volume} \) 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 \( \text{Ok} \) and then select \( \text{Settings} \rightarrow \text{Basic} \rightarrow \text{Ring Type} \).
2. Scroll to highlight the desired ring type. Press the \( \text{Play} \) soft key to hear it.
3. Press \( \text{Ok} \) or the \( \text{Select} \) soft key to accept the highlighted ring type, and then press \( \text{Ok} \) to return to the idle screen.

If you select Silent ring, press the \( \text{Line key} \) or \( \text{Answer} \) 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 \( \text{Ok} \) and then select \( \text{Settings} \rightarrow \text{Basic} \rightarrow \text{Preferences} \rightarrow \text{Audible Ringer} \).
2. Scroll to highlight the desired alerting destination for incoming calls.
3. Select the desired destination, and then press \( \text{Ok} \) 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 \( \text{Dir} \) soft key.
2. Search for the contact (see the \( \text{CONTACT DIRECTORY} \) section).
3. Press the \( \text{Edit} \) soft key, then scroll down to Ring Type and press \( \text{Ok} \) to edit it.
4. Using \( \text{Ok} \) or \( \text{Cancel} \), select the desired ring tone.
5. Press the \( \text{Ok} \) soft key to accept the change, and then press \( \text{Ok} \) 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 \( \text{Ok} \) and select \( \text{Settings} \) followed by Basic, Preferences, Headset, and Headset Memory.
2. Scroll down to \( \text{Enable} \) and press \( \text{Ok} \) to select it, and then press \( \text{Ok} \) to return to the idle screen.

To disable Headset Memory Mode:
Repeat steps 1 and 2, but select \( \text{Disable} \).

To activate Headset Memory Mode (if enabled):
Press \( \text{Ok} \) twice. The headset icon will flash.