



Polycom SoundPoint IP 32x/33x

Quick User Guide



Basic Phone Features Customizing Your Phone

Application phone: www.polycom.com/phones/32x33x

The contents of this guide may vary depending on phone configuration. Particulars and more information may vary for additional information please refer to the comprehensive SoundPoint® 32x/33x User Guide available at: www.polycom.com/phones/32x33x

REGISTRATION

Scrolling or :
Step 1: Press to enter the registration menu.

Enter Select:
Back/Cancel:

PHONE PHONE FEATURES

PLACING A CALL

Using the Handset:
Pick up the handset, enter the station 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 **NextCall** softkey. Then, enter the number.
- Or
- Dial the number, and then press or .

Using the optional Redial:

- With the handset on-hook, press any assigned line key, or the **NextCall** softkey.
- Or
- Dial the number, and then press .

During a call, you can alternate between modes by pressing or or by toggling the handset.

ANSWERING A CALL

Handset: Pick up the handset.

Speakerphone: Press the line key or the **AnswerCall** key.

Redial: (optional) Press .

Incoming calls may be directly answered by pressing the **Direct** call key during ringing.

ENDING A CALL

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

REDIAL

Press to display the Recent 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 either better while Mute is enabled, including parties connected to you.

To re-Mute, press again.

CALL HOLD AND RESUME

During a call, press .

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

LEGAL CONFERENCE CALLS¹

To create a three-way legal conference call:

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

- Placing the conference call on hold will place the other conference parties on hold.
- Pressing the **Split** softkey 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** softkey.

DO NOT DISTURB (DND)²

Press and select **Features > Do Not Disturb > Enable** to prevent the phone from ringing for incoming calls. An icon appears for all lines for which 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** softkey (the active call is placed on hold).
2. Press a softkey the party to which you want to transfer the call.
3. After speaking with the second party, press the **Transfer** key to complete the transfer.

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

Transfer can be automatically established by pressing the **Cancel** softkey. The original call is resumed.

CALL FORWARDING³

To enable call forwarding:

1. Press **Advanced Features > Forward**.
2. Select a Forwarding Type. Forward **Always**, **On the Answer**, **After Sleep**.
3. For **Always**, enter a number to forward all future calls to.

For **On the Answer**, enter the number of rings before forwarding.

4. Press the **Enable** softkey to enable 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 ConfCall feature. Requires configuration for the call phone.

² Dependent on call center configuration.

³ Requires activation of the feature & configuration for the call center.

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SJ Ball



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