



Polycom SoundPoint IP 32x/33x

Quick User Guide



Basic Phone Features Customizing Your Phone

Application: www.polycom.com/quickstart
Software: 3.0(1) or later

The contents of this guide may vary depending on phone configuration. Particulars and menu options may vary. For detailed information please refer to the comprehensive SoundPoint® IP 32x/33x User Guide available at: www.polycom.com/quickstart

REGISTRATION

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

Enter Select
Back/Cancel

OTHER 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 or any assigned line key, or the **Redial** softkey. Then, enter the number.
- Or
- Dial the number, and then press or .

Using the optional Redial:

- With the handset on-hook, press or any assigned line key, or the **Redial** 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 or the line key or the **Answer** softkey.
Redial: (optional) Press .

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

ENDING A CALL

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

REDIAL

Press to display the **Redial** Call log. 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, or 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** softkey 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 to the conference.

Conference Selection:

- 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 for the party to which you want to transfer the call.
3. After speaking with the second party, press the **Transfer** softkey 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 to enter **Features > Forward**.
2. Select a Forwarding Type. Forward **Always**, **On No Answer**, **On Busy**.
3. For **Always**, enter a number to forward all future calls to.

For **No 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 short lines.

¹ Conf. feature. Feature is dependent on the call plan.

² Dependent on call center configuration.

³ Feature is only available if feature is configured for the call center.

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Wenbin Ji



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