



Polycom SoundPoint IP 32x/33x

Quick User Guide



Basic Phone Features Customizing Your Phone

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

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. Select the selected 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 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 ConfCall feature (DND) is supported for the call party.

² DND is supported on all lines except short lines.

³ Forwarding only if the feature is configured for the call party.

Polycom Soundpoint Ip 33admin Guide

Emilie Sanchez



Polycom Soundpoint Ip 33admin Guide:

Packet Guide to Voice over IP Bruce Hartpence, 2013-02-26 Go under the hood of an operating Voice over IP network and build your knowledge of the protocols and architectures used by this Internet telephony technology With this concise guide you ll learn about services involved in VoIP and get a first hand view of network data packets from the time the phones boot through calls and subsequent connection teardown With packet captures available on the companion website this book is ideal whether you re an instructor student or professional looking to boost your skill set Each chapter includes a set of review questions as well as practical hands on lab exercises Learn the requirements for deploying packetized voice and video Understand traditional telephony concepts including local loop tip and ring and T carriers Explore the Session Initiation Protocol SIP VoIP s primary signaling protocol Learn the operations and fields for VoIP s standardized RTP and RTCP transport protocols Delve into voice and video codecs for converting analog data to digital format for transmission Get familiar with Communications Systems H 323 SIP s widely used predecessor Examine the Skinny Client Control Protocol used in Cisco VoIP phones in networks around the world **System Administration Guide** Sun Microsystems Inc., 2002-05-01 Administrator's Guide to TCP/IP Janice Conard, TechRepublic, Incorporated, 2001-07-01

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