



## 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/colldocum/etation](http://www.polycom.com/support/colldocum/etation).

### NAVIGATION

Scrolling: or   
Stop-in/out of menus, toggle enabled/disabled: or   
Enter/Select:   
Back/Cancel:

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## 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 or 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 .

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 again.

### 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 again.

### CALL HOLD AND RESUME

During a call, press .

Press 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.

Conference 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 > Enable** to prevent the phone from ringing for incoming calls. An icon appears for all lines to confirm that 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** 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 canceled 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.

\* Optional feature. Must be configured from the call server.

† Dependent on call server configuration.

‡ Behavior will vary if this feature is configured from the call server.

# Polycom 331 User Guide

**James R. Wilcox**



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