



# Polycom SoundPoint IP 32x/33x

## Quick User Guide



### Basic Phone Features Customizing Your Phone

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

The contents of this guide may vary depending on phone configuration. Particulars and more information may be obtained from the phone manual. For comprehensive SoundPoint® IP 32x/33x User Guide available at: [www.polycom.com/quickstart](http://www.polycom.com/quickstart)

### REGISTRATION

Scrolling or   
Step 1: Press or 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 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 **Resume** softkey, or the line key to resume the call.

#### LEGAL CONFERENCE CALLS<sup>1</sup>

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 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)<sup>2</sup>

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 FORWARDING<sup>3</sup>

To enable call forwarding:

1. Press to select **Features > Forward**.
2. Select a Forwarding Type. Forward always, on the 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** 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.

<sup>1</sup> Conf. feature. Feature is dependent on the call plan.

<sup>2</sup> Dependent on call center configuration.

<sup>3</sup> Feature is only in the feature & configuration for all lines.

# Polycom Soundpoint Ip 33admin Guide

**Janice Conard, TechRepublic,  
Incorporated**



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## **Table of Contents Polycom Soundpoint Ip 33admin Guide**

1. Understanding the eBook Polycom Soundpoint Ip 33admin Guide
  - The Rise of Digital Reading Polycom Soundpoint Ip 33admin Guide
  - Advantages of eBooks Over Traditional Books
2. Identifying Polycom Soundpoint Ip 33admin Guide
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Polycom Soundpoint Ip 33admin Guide
  - User-Friendly Interface
4. Exploring eBook Recommendations from Polycom Soundpoint Ip 33admin Guide
  - Personalized Recommendations
  - Polycom Soundpoint Ip 33admin Guide User Reviews and Ratings
  - Polycom Soundpoint Ip 33admin Guide and Bestseller Lists
5. Accessing Polycom Soundpoint Ip 33admin Guide Free and Paid eBooks

- Polycom Soundpoint Ip 33admin Guide Public Domain eBooks
- Polycom Soundpoint Ip 33admin Guide eBook Subscription Services
- Polycom Soundpoint Ip 33admin Guide Budget-Friendly Options
- 6. Navigating Polycom Soundpoint Ip 33admin Guide eBook Formats
  - ePub, PDF, MOBI, and More
  - Polycom Soundpoint Ip 33admin Guide Compatibility with Devices
  - Polycom Soundpoint Ip 33admin Guide Enhanced eBook Features
- 7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Polycom Soundpoint Ip 33admin Guide
  - Highlighting and Note-Taking Polycom Soundpoint Ip 33admin Guide
  - Interactive Elements Polycom Soundpoint Ip 33admin Guide
- 8. Staying Engaged with Polycom Soundpoint Ip 33admin Guide
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Polycom Soundpoint Ip 33admin Guide
- 9. Balancing eBooks and Physical Books Polycom Soundpoint Ip 33admin Guide
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Polycom Soundpoint Ip 33admin Guide
- 10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
- 11. Cultivating a Reading Routine Polycom Soundpoint Ip 33admin Guide
  - Setting Reading Goals Polycom Soundpoint Ip 33admin Guide
  - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Polycom Soundpoint Ip 33admin Guide
  - Fact-Checking eBook Content of Polycom Soundpoint Ip 33admin Guide
  - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
  - Utilizing eBooks for Skill Development

- Exploring Educational eBooks

#### 14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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