

User Guide for the Polycom® SoundPoint IP® 32x/33x Phone

#### **Trademark Information**

POLYCOM<sup>®</sup>, the Polycom "Triangles" logo and the names and marks associated with Polycom's products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.

#### **Patent Information**

The accompanying product is protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.

#### **Disclaimer**

Some countries, states, or provinces do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages for certain products supplied to consumers, or the limitation of liability for personal injury, so the above limitations and exclusions may be limited in their application to you. When the implied warranties are not allowed to be excluded in their entirety, they will be limited to the duration of the applicable written warranty. This warranty gives you specific legal rights which may vary depending on local law.

#### **Copyright Notice**

Portions of the software contained in this product are:

Copyright © 1998, 1999, 2000 Thai Open Source Software Center Ltd. and Clark Cooper

Copyright © 1998 by the Massachusetts Institute of Technology

Copyright © 1998-2003 The OpenSSL Project

Copyright © 1995-1998 Eric Young (eay@cryptsoft.com). All rights reserved

Copyright © 1995-2002 Jean-Loup Gailly and Mark Adler

Copyright © 1996-2004, Daniel Stenberg, <daniel@haxx.se>

Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, sublicense, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, subject to the following conditions:

The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL THE AUTHORS OR COPYRIGHT HOLDERS BE LIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, WHETHER IN AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.

© 2010 Polycom, Inc. All rights reserved.

Polycom, Inc. 4750 Willow Road Pleasanton, CA 94588-2708 USA

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc. Under the law, reproducing includes translating into another language or format.

As between the parties, Polycom, Inc., retains title to and ownership of all proprietary rights with respect to the software contained within its products. The software is protected by United States copyright laws and international treaty provision. Therefore, you must treat the software like any other copyrighted material (e.g., a book or sound recording). Every effort has been made to ensure that the information in this manual is accurate. Polycom, Inc., is not responsible for printing or clerical errors. Information in this document is subject to change without notice.

## **About This Guide**

Thank you for choosing the SoundPoint IP 32x/33x SIP, a full-duplex, hands-free phone. This unit provides business telephony features and functions such as multiple call appearances, call hold, transfer, and conference over an IP network.

This User Guide provides everything you need to quickly use your new phone. Verify with your system administrator that the network is prepared for configuring your SoundPoint IP 32x/33x SIP phone. As well, read the Parts List and Regulatory Notices sections in this guide before you set up and use the SoundPoint IP 32x/33x SIP phone. This information can also be found at http://www.polycom.com/support/voip/

## Changes to this Guide

Major updates have occurred to the following sections since the previous edition:

• Connecting the Handset and Optional Headset on page 1-5

The following section is new for this edition:

Backlight Intensity on page 2-3

## Contents

	About This Guide	. iii
	Changes to this Guide	
1	Getting Started with Your SoundPoint IP 32x/33x Phone	1-1
	Parts List	1-2
	Assembling Your SoundPoint IP 32x/33x Phone	1-3
	Connecting Network and Power Source	1–4
	Connecting the Handset and Optional Headset	1–5
	Attaching the Base	1-6
	Registering the Phone	1-8
	Features of Your SoundPoint IP 32x/33x Phone	1-9
	Before You Use Your SoundPoint IP 32x/33x Phone	. 1–12
2	Customizing Your SoundPoint IP 32x/33x Phone	2-1
	Configuring Basic Settings	2–2
	Appearance of Time and Date	2–2
	Display Contrast	2–3
	Backlight Intensity	2–3
	Headset Memory Mode	2–6
	Electronic Hookswitch	2–6
	Ring Type	2–7
	Language Support	2–8
	Directory Search	
	Muting the Microphone	
	Adjusting the Volume	
	Managing Call Lists	. 2–10
	Managing Contacts	. 2–11
	Adding Contacts	. 2–11
	Editing Contacts	
	Deleting Contacts	
	Placing a Call to a Contact	

	Searching For a Contact
	Managing Incoming Calls2–19
	Distinguishing Calls
	Rejecting Calls
	Diverting Calls 2–20
	System Customizations
	Supporting Multiple Lines
	Supporting Multiple Line Keys Per Line 2–22
	Supporting Shared Lines
3	Using the Basic Features of Your SoundPoint IP 32x/33x
	Phone
	Placing a Call
	Answering a Call
	Ending a Call
	Redialing 3–8
	Placing a Call on Hold
	Setting Up Conferences
	Transferring Calls
	Forwarding Calls
	Enabling Do Not Disturb
	Assigning Speed Dial Indexes
	Using Voice Mail
4	Using the Advanced Features of Your SoundPoint IP 32x/33x
	Phone
	SIP-B Automatic Call Distribution
	Using Multiple Call Appearances
	Using Buddy Lists
	Presence
	Managing Buddies 4–5
	Integrating With Microsoft Live Communications Server 2005 4–7
	Restarting Your Phone
5	Troubleshooting Your SoundPoint IP 32x/33x Phone5-1
	Power and Startup
	Controls
	Access to Screens and Systems

	Calling	5-5
	Displays	5–7
	Audio	5–8
	Productivity Suite	5-8
	Testing Phone Hardware	5-8
Regulate	tory NoticesRegulatory No	otices-1
	tory Notices	

# Getting Started with Your SoundPoint IP 32x/33x Phone

This chapter provides basic installation instructions and information for obtaining the best performance with the SoundPoint IP 32x/33x (SoundPoint IP 320, 321, 330, 331, or 335) phone.

The SoundPoint IP 32x/33x provides a powerful, yet flexible IP communications solution, delivering excellent voice quality. The graphic display supplies content for call information, multiple languages, directory access, and system status. The SoundPoint IP 32x/33x supports advanced functionality, including multiple call and flexible line appearances, presence, custom ring tones, local conferencing, HTTPS secure provisioning, and Polycom's superb voice quality. The SoundPoint IP 335 uses Polycom® HD<sup>TM</sup> Voice technology.

#### This chapter contains:

- Parts List
- Assembling Your SoundPoint IP 32x/33x Phone
- Features of Your SoundPoint IP 32x/33x Phone
- Before You Use Your SoundPoint IP 32x/33x Phone

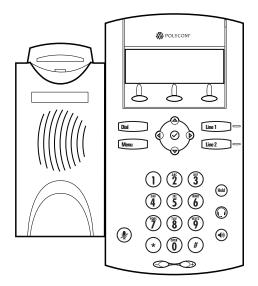
To customize your phone, refer to Customizing Your SoundPoint IP 32x/33x Phone on page 1-1. To read about the phone's basic features, refer to Using the Basic Features of Your SoundPoint IP 32x/33x Phone on page 3-1. To read about the phone's advanced features, refer to Using the Advanced Features of Your SoundPoint IP 32x/33x Phone on page 4-1.

If you require additional information or assistance with your new phone, contact your system administrator.

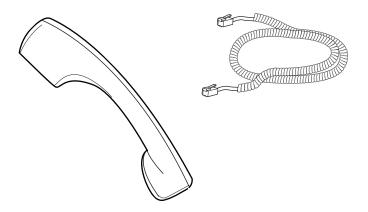
## **Parts List**

The following components are included in your SoundPoint IP 32x/33x package:

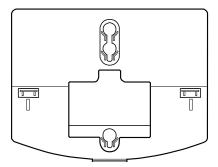
• Polycom SoundPoint IP 32x/33x phone



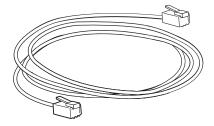
• Handset and Handset Cord



Phone Base



• Network / Power Cable



• Quick Start Guide and registration card



Ensure that you have received each item. If you are missing any items, contact your system administrator.

## Assembling Your SoundPoint IP 32x/33x Phone

This section describes how to assemble your SoundPoint IP 32x/33x phone. Topics include:

- Connect network and power source
- Connect handset and headset (optional)
- Attach phone base

If your phone is already assembled, go to Features of Your SoundPoint IP 32x/33x Phone on page 1-10.

## **Connecting Network and Power Source**

Use Power over Ethernet (PoE) for network and power source connections unless otherwise directed by your system administrator.

Note

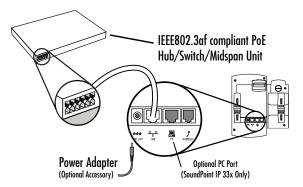
The AC power adapter is a separate, optional accessory. Your system administrator will provide one if necessary.

#### **Power over Ethernet**

Using a regular CAT5 cable (optional accessory from Polycom), the phone can be powered from a PoE (IEEE 802.3af) compliant switch or hub.

#### To connect using a PoE source:

 Plug the supplied network cable between the LAN jack on the phone and an available power and data port on the in-line power switch.



Note

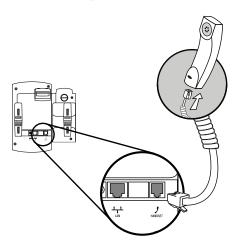
The SoundPoint IP 33x phones have an optional PC connection. The SoundPoint IP 32x phones do not.

If you want to use the optional PC connection on the SoundPoint IP 33x, a separate ferrite clamp (not included) is required. Contact your system administrator.

## **Connecting the Handset and Optional Headset**

#### To connect the handset and optional headset:

1. Connect the short straight end of the phone cord to the handset and the corresponding longer straight end of the cord to the handset jack on the back of the phone



**2.** Connect the headset (optional) to the headset jack on the back of the phone. (For SoundPoint IP 325 and 335 phones, the headset jack is located on the side of the phone.)

SoundPoint IP 320, 321, 330 and 331: SoundPoint IP 335: Headset (Not Included) Headset Adapter (Not Included) Headset (Not Included) SoundPoint IP 32x and 33x phones SoundPoint IP 325 and 335 phones (Except SoundPoint IP 325 and 335) Headset Headset (Optional) (Optional)



For information on supported headsets, go to <a href="www.polycom.com/sup-port/voice/soundpoint\_ip/VoIP\_Technical\_Bulletins\_pub.html">www.polycom.com/sup-port/voice/soundpoint\_ip/VoIP\_Technical\_Bulletins\_pub.html</a> and look for "Technical Bulletin 37477: Headset Compatibility List".

#### Note

The handsets for the SoundPoint IP 325/335 use HD Voice technology. All other SoundPoint IP 32x/33x phones do not.

#### Note

For headsets terminated in RJ-9 modular jacks to be used with SoundPoint IP 320, 321, 330, and 331 phones, a separate Headset Jack Adapter (P/N 2457-11095-001) is required. To purchase the Headset Jack Adapter, contact your reseller.

Plug the headset RJ9 jack into the adapter, and then plug the adapter into the 2.5mm port on the right side of the phone as shown below. The headset operates as before.

#### Note

If headsets are deployed in high static environments where users frequently disconnect and re-connect the headset to the phone, it is possible that the phone can be damaged by electrostatic discharge (ESD).

You should take precautions to avoid excessive static buildup in your environment. This can include humidity control and removal of synthetic materials near the phone location. Antistatic spray applied to carpets in the workplace can reduce the level of static buildup.

## **Attaching the Base**

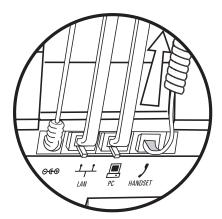
Attach the phone base to the phone in one of the following ways:

- · As a desk mount
- As a wall mount

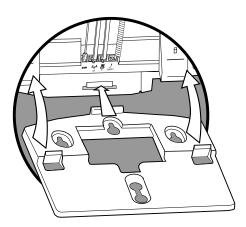
For more detailed instructions, go to <a href="http://www.polycom.com/support/voip/and">http://www.polycom.com/support/voip/and</a> search for the "Wallmount Instructions for SoundPoint IP Phones" quick tip.

#### To attach the base as a desk mount:

1. Place all cords in the recessed area above the modular jacks.



**2.** Align the protrusions on the bracket with their corresponding holes in the phone.

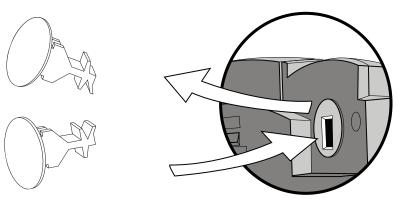


**3.** Snap them together to lock the bracket to the phone.



#### To attach the base as a wall mount:

- 1. Place all cords in the recessed area below the modular jacks.
- **2.** On the back of the phone, remove the key located behind the hook switch and reposition it so that the end tab (at a 45<sup>0</sup> angle) is facing up.



- **3.** Using wall anchors (not included), fasten the base stand with the mounting tab facing up.
- **4.** Align the base stand tabs with their corresponding insertion points on the phone, and then snap the phone into place (as shown).

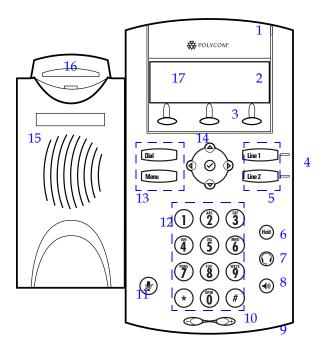


## **Registering the Phone**

Generally, your phone will be deployed with multiple other phones. In this case, your system administrator will configure the phone parameters beforehand, so that after you set up your phone, the phone will be registered and ready to use.

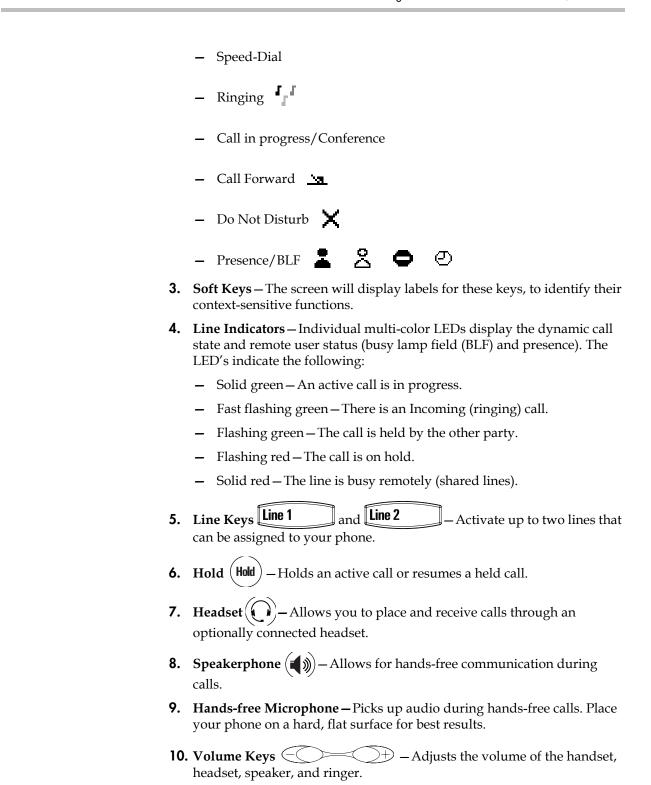
If your phone is not part of a large phone deployment, your phone may not be registered after you set it up. Before you use your phone, you or your system administrator will have to register it. For detailed information on how to register your phone after you install it, see *Quick Tip 44011: Register Standalone SoundPoint*® *IP*, *SoundStation*® *IP*, and *Polycom*® *VVX*<sup>TM</sup> 1500 Phones available at http://www.polycom.com/usa/en/support/voice/soundpoint\_ip/VoIP\_Technical\_Bulletins\_pub.html

## Features of Your SoundPoint IP 32x/33x Phone



The features of the SoundPoint IP 32x/33x phone are:

- **1. Message Waiting Indicator**—This will alert you to voice and text (instant) messages.
- **2. Line Icons** Use these keys to activate up to two lines that can be assigned to your phone. The associated icons represent:
  - Registered line
  - Registered shared line
  - Unregistered line 🔼
  - VoiceMail/Messages



11. Microphone Mute

-Mutes local audio during calls.

- **12. Dial Pad** Provides the 10 digits, alphabetic characters, and special characters available in context-sensitive applications.
- **13.** Feature Keys Access important features using these keys.
  - Dial

     Dials phone numbers or allows you to view the placed call list.
- **14.** Display Control Keys—Use (1), (2), and (2) (arrow keys) to scroll through the displayed information.

Use (the Select key) to select a field of displayed data or enter edit mode for some settings.

- **15. Speaker**—For ringer and hands-free audio output.
- 16. Hookswitch
- **17. Graphic Display**—Shows information about calls, messages, soft keys, time, date, and other relevant data.
  - Important messages appear on the idle display through an animated scrolling list, which has precedence over the idle display. The following figures show a phone with four messages. The messages continuously scroll over the screen.



## Before You Use Your SoundPoint IP 32x/33x Phone

To navigate through menus and to enter data, these are useful tips:

- Press Menu to enter the basic settings menu or exit from any menu.
- Press  $\triangle$  and  $\bigcirc$  or hold  $\triangle$  and  $\bigcirc$  down to scroll through the lists.

#### Note

Press the \* key to page up. Press the # key to page down. These shortcuts can be used when lists appear on more than one page. However, these shortcuts do not work in the Contact Directory.

- Use the dial pad keys to navigate through and make selections in numbered menu lists.
- The navigation guide icon in the top left-hand corner of the graphic display shows which arrow keys can be used at a particular sublevel.

For example, the following figure shows that  $\bigcirc$ ,  $\bigcirc$ ,  $\bigcirc$ , and  $\bigcirc$  can be used at this point.



#### Note

After 20 seconds of inactivity, the menu system will also automatically exit to the idle display unless an edit session is in progress.

• To enter text using the dial pad, press the number keys one or more times. For example, for 'A' press '2' and for 'C' press '222'. The text that can be entered by a key is shown beneath the entry line. This is true for all languages that can be displayed by the phone. When in text entry mode, the title will show whether keys will generate numbers (1) or characters (a or A).

The type of text entry available is displayed in the title line.



Switch between alphabetic (with and without an uppercase letter first) and numeric text entry by pressing the # key. Special characters like \* and \_ are considered alphabetic and appear when you press \*, 1, or 0.

Switch to uppercase by pressing  $\triangle$  and to lowercase by pressing



Note

Pressing the # also allows for URL or IP address entry. These options are only available to system administrators in appropriate menu items. For example, when editing directory contacts use "Abc", "abc", or "123" and when editing server addresses use "URL", "IP", or "123".

Note

To enter the "#" character, use the "\*" key to access the appropriate special character. "#" cannot be entered using its own key because it is used to change text entry modes.

- Press and hold (for one second) from the idle display:
  - Line 2 to point to the contact in the directory system where you can scroll through the individual fields.
  - \_ **Dial** to view the Placed Calls list when the phone is idle.

Pressing **Dial** again will call the currently highlighted number.

Pressing **Dial** while in the dialing editor will dial the current number.

Press and hold the Backspace soft key to delete an entire field.

# Customizing Your SoundPoint IP 32x/33x Phone

You can customize your SoundPoint IP 32x/33x desktop phone by adjusting the setting for time and date, display contrast, and ring type, for example. You can add contacts to the phone's directory manually or from call lists. You can handle incoming calls from different contacts in different ways.

This chapter provides basic operating instructions for customizing your SoundPoint IP 32x/33x phone. This chapter contains instructions on:

- Configuring Basic Settings
- Managing Call Lists
- Managing Contacts
- Managing Incoming Calls

Some customizations of your SoundPoint IP 32x/33x phone are performed by your system administrator. These include:

- Supporting Multiple Lines
- Supporting Multiple Line Keys Per Line
- Supporting Shared Lines

To read about the phone's basic features, refer to Using the Basic Features of Your SoundPoint IP 32x/33x Phone on page 3-1. To read about the phone's advanced features, refer to Using the Advanced Features of Your SoundPoint IP 32x/33x Phone on page 4-1.

If you require additional information or assistance with your new phone, contact your system administrator.

## **Configuring Basic Settings**

To configue basic settings, press , and then select **Settings** > **Basic.** You can configure the following basic settings:

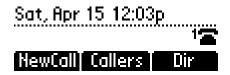
- The appearance of the time and date
- Display contrast
- Backlight intensity (SoundPoint IP 335 only)
- Headset Memory Mode
- Headset hookswitch selection
- Ring type
- Language support (localization)
- Directory search

You can mute the microphone and adjust the volume using separate keys.

### **Appearance of Time and Date**

The time and date appears on the graphic display of the SoundPoint IP 32x/33x SIP phone. If the phone cannot obtain a time and date from a configured SNTP server, the display will flash. Contact your system administrator if either the time or date is incorrect.

You have control over the format of the time and date display and can turn the display of time and date off. The default time and date format appears in the following figure.



#### To configure the time and date:

- 1. Press Menu
- 2. Select Settings > Basic > Preferences > Time & Date.
- 3. Select from Clock Date, Clock Time, Clock Order, or Enable/Disable.
- **4.** Scroll through the options under each of these selections using  $\bigcirc$  and  $\bigcirc$ .

**5.** Press to confirm your choice. For example, the following figure shows Clock Time.

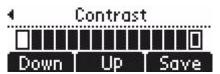


**6.** Press Menu or (4) repeatedly to return to the idle display.

## **Display Contrast**

#### To adjust the contrast on the display to a comfortable level:

- 1. Press Menu
- 2. Select Settings > Basic > Contrast.
- **3.** Press the **Up** or **Down** soft keys to increase or decrease the display contrast.



- **4.** Press the **Save** soft key to accept changes or  $\bigcirc$  to cancel changes.
- **5.** Press or or repeatedly to return to the idle display.

## **Backlight Intensity**

Note Backlight is available on the SoundPoint IP 335 only.

Backlight intensity has three components:

- Backlight On
- Backlight Idle
- Maximum Intensity

You can modify the Backlight On intensity and the Backlight Idle intensity separately. You can select high, medium, low, and off levels for both.

When you modify the Maximum Intensity, you are modifying the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the low, medium, and high values for both Backlight On intensity and the Backlight Idle intensity decrease.

The Backlight On intensity applies for the following events:

- · Any key press
- Hookswitch release
- Incoming calls
- Ending a call, holding a call, resuming a call by the other party
- A voice or instant message received

If you do not press any keys on the phone, after 20 seconds of the backlight turning on, the backlight dims (or changes) to medium in the following cases:

- A call is in progress
- A call is on hold
- There is an incoming call (ringing)
- There is an outgoing call (ringing back)
- Any menu shows on the display

In all other cases, the Backlight Idle intensity applies.

#### To modify the backlight intensity:

- 1. Press Menu
- **2.** Select Settings > Basic > Backlight Intensity.



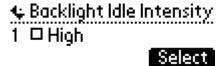
**3.** Select Backlight On Intensity.

# Backlight On Intensity J Backligh Backligh Backligh Backligh Backlight Backlight

**4.** Use  $\bigcirc$  or  $\bigcirc$  to select high, medium, low, or off, and then press the **Select** soft key.

The default level is High.

5. Select Backlight Idle Intensity.



**6.** Use  $\bigcirc$  or  $\bigcirc$  to select high, medium, low, or off, and then press the **Select** soft key.

The default level is low.

7. Select Maximum Intensity.



- **8.** Press the **Up** or **Down** soft keys to increase or decrease the backlight intensity.
- **9.** Press the **Ok** or **Cancel** soft keys to accept or cancel changes.
- **10.** Press Menu to return to the idle display.

## **Headset Memory Mode**

This feature is especially useful for permanent or full-time headset users.

#### To permanently enable the Headset Memory Mode:

- 1. Press Menu
- 2. Select Settings > Basic > Preferences > Headset > Headset Memory.
- **3.** Use  $\bigcirc$  or  $\bigcirc$  to select Enabled.
- **4.** Press ( to confirm your choice.



**5.** Press  $\bigcirc$  or  $\bigcirc$  repeatedly to return to the idle display.

Repeat steps 1 to 4 to select Disabled and turn Headset Memory Mode off.

#### To activate Headset Memory Mode:

>> Press ( ) twice.

Pressing Line 1 or the Answer soft key to receive a call will now connect to your headset automatically.

## **Electronic Hookswitch**

This feature enables electronic hookswitch support.



For information on supported headsets to provide electronic hookswitch features for placing, answering, and ending calls, go to <a href="https://www.polycom.com/support/voice">www.polycom.com/support/voice</a> and enter "Headset Compatibility List" in the Knowledge Base text box or contact your system administrator.

#### To select a headset that supports electronic hookswitch:

- 1. Press Menu
- 2. Select Settings > Basic > Preferences > Headset > Analog Headset Mode.

**3.** Use  $\bigcirc$  or  $\bigcirc$  to select your headset and press the **Select** soft key.

	<ul> <li>♣ Analog Headset Mode</li> <li>2 □ Jabra Mode</li> <li>4. Press Menu or the Exit soft key repeatedly to return to the idle.</li> </ul>
Ring Type	
	You can select from the different ring types to distinguish between lines or to have a different ring from your neighbor's phone. You can set distinctive incoming ringing tones for contacts in your local directory (refer to Editing Contacts on page 1-3).
	To change the incoming ring to a desired sound:
	1. Press Menu
	2. Select Settings > Basic > Ring Type.
	<b>3.</b> (Optional) If multiple lines are configured on your phone, first select the
	line to change from the list using $\bigcirc$ and $\bigcirc$ .
	<b>4.</b> Using  and , select the desired ring type.
	Press the Play soft key to hear the selected ring type.
	<ul><li>Ring Type</li><li>Silent Ring</li><li>Play</li><li>Select</li></ul>
	<b>5.</b> Press the <b>Select</b> soft key to change to the selected ring type.
	<b>6.</b> Press <b>Menu</b> or  repeatedly to return to the idle display.
Note	If you configure your SoundPoint IP 32x/33x phone for silent ring, press the ringing Line key or the Answer soft key to answer the call. If your handset is off hook, the call is routed to the handset. If your handset is on hook, the call is routed to the speaker.

### **Language Support**

Many languages are supported by the SoundPoint IP 32x/33x SIP phone.

#### To change the language:

- 1. Press Menu
- **2.** Select **Settings > Basic > Preferences > Language**.
- **3.** Scroll through the list of available languages.



**4.** Press to confirm your choice.

Text that appears on the graphic display will change to the language of your choice.

**5.** Press Menu or (4) repeatedly to return to the idle display.

## **Directory Search**

You can configure how the search of the local contact directory is performed. The local contact directory can be searched by first name or last name.

#### To change the directory search parameter:

- 1. Press Menu
- 2. Select Settings > Basic > Preferences > Directory search.



**3.** Using △ and ▽ , select the directory search parameter. Last name is the default directory search parameter.



- **4.** Press ( to select your choice.
- **5.** Press the **Yes** or **Cancel** soft keys to accept or cancel changes.

#### Note

Depending on the size of your local contact directory, the reconfiguration may take a few minutes.

The phone will restart to set the new directory search mode if you pressed the **Yes** soft key.

## **Muting the Microphone**

During a call, press . The Message Waiting Indicator turns red and a microphone on the screen indicates that the other party (or parties) cannot hear you.

Microphone Mute applies to all modes: Handset, Headset, and Hands-free Speakerphone. You can still hear all other parties while mute is enabled.

To turn off Microphone Mute, press



again

## Adjusting the Volume

Press to adjust receiver volume during a call. Pressing these keys in the idle state adjusts the ringer volume.

Note

To conform to regulatory requirements, handset and headset volume will return to a preset level after each call, but your system administrator can change this. Hands-free Speakerphone volume settings will be maintained across calls.

## **Managing Call Lists**

A list of up to four current calls is maintained. You can scroll through this list using  $(\Delta)$  and  $(\nabla)$ . Calls are ordered using the following priorities: active, alerting, then held. Calls with the same priorities are ordered oldest first. If there are no current calls, this list is empty.

Local lists of incoming – both missed and received calls – and outgoing (also known as placed) calls are maintained by the phone (up to 99 for each list). The initial view of both lists shows the list title and the first two calls in the list, where the first call is displayed in reverse video to indicate that it is currently

selected. A symbol to indicate whether the call was answered or

missed **T** is shown for each entry in the incoming list.

Press the Callers soft key to view the Received Calls list (shown in the following figure).



Press Dial to view the Placed Calls list (shown in the following figure).



#### To manage the listed calls:

- To return the call:
  - Press Dial to return the call.
- To return to the previous menu:
  - Press ( ◀ )
- To store the contact to the local contact directory:
  - (v) to select the entry, then press the **Save** soft key.

Note

Press the Info soft key to see the call information. The name is displayed. Access the other information by using the **Up** and **Down** arrow keys.

- To delete the call from list:
  - Press the **Delete** soft key.

Press (4) repeatedly to return to the idle display.

Note

You can manually clear the call lists. They are automatically cleared when you restart the phone.

Note

You can manually clear the call lists. They are automatically cleared when you restart the phone.

## **Managing Contacts**

You can enter 99 contacts in your phone's local contact directory.

You can dial or search for a contact in this directory. You may be able to add, edit, and delete contacts.

You may have access to portions of your corporate directory through your phone. The contacts that you can see are determined by your system administrator. You can place calls to contacts in your corporate directory. You may be able to add contacts from the corporate directory to your local contact directory.

## **Adding Contacts**

You can add a contact manually, from a call list, or from your corporate directory.

#### Adding Contacts Manually

New entries to the local contact directory are added to the top of the list.

#### To add a contact to the local contact directory manually:

- **1.** Press the **Dir** soft key.
- **2.** Select the local contact directory if it does not appear automatically by pressing ( ).

**3.** Press (<u>\( \( \( \) \)</u>).

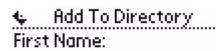
The Directory screen displays. **<New Entry>** displays at the top of the list.



Note

When adding the first contact, you do not need to press the **Up** arrow key.

**4.** Press to add a new entry.



5. Press of to enter a first name.

Entry to this field is alphabetic as denoted by phc.





**6.** Enter the first name of the contact from the dial pad.



- **7.** Press the **Ok** or **Cancel** soft keys to accept or cancel changes.
- **8.** Press  $\bigcirc$  to display the next field in the contact's entry.
- **9.** Repeat steps 4 to 8 to enter the last name of the contact.
- **10.** Repeat steps 4 to 8 to enter a contact number.

This is a required field and it must be unique (not already in the directory). Entry to this field is numeric as denoted by 123.



11. Repeat steps 4 to 8 to change the Speed Dial Index if desired.
It is automatically assigned to the next available index value.
For more information, refer to Assigning Speed Dial Indexes on page 3-14.

**12.** Repeat steps 4 to 8 to change the Ring Type and Divert Contact if desired. These fields may be left blank.

For more information on setting the Ring Type field, refer to Distinguishing Calls on page 2-19.

For more information on diverting contacts, refer to Diverting Calls on page 2-21.

**13.** Repeat steps 4 to 8 to change the Auto Reject, Auto Divert, Watch Buddy, and Block Buddy if desired.

Use  $\bigcirc$  ,  $\bigcirc$  , or  $\bigcirc$  to switch between Enabled and Disabled settings.

For more information on setting the Auto Reject field, refer to Rejecting Calls on page 2-20.

**14.** Press (4) to end contact's data entry.



- **15.** Press the **Yes** or **Cancel** soft keys to accept or cancel changes.
- **16.** Press (4) repeatedly to return to the idle display.

#### Adding Contacts From Call Lists

#### To add a contact to the local contact directory from a call list:

- **1.** Do one of the following steps:
  - **a** Press the **Callers** soft key to view the Received Calls list.
  - **b** Press **Dial** to view the Placed Calls list.
- **2.** Use  $\bigcirc$  and  $\bigcirc$  to scroll through the list to find the contact.

**3.** Press  $(\checkmark)$  to select the entry. Placed Calls
 17 Bob Smith(5551234) |Delete||Info **4.** (Optional) Press the **Info** soft key. The name is displayed. The number, time and date when the call started, and call duration are accessible through use of  $(\nabla)$ . 🗣 Name: Bob Smith Cancel **5.** (Optional.) Press  $(\nabla)$  repeatedly to select the phone number. **6.** Press the **Save** soft key to save the contact in the local contact directory. **7.** Press  $(\triangleleft)$  repeatedly to return to the idle display. Note At this point, you may want to go to the local contact directory, check whether the contact was saved correctly, and add missing fields. Add Contacts From the Corporate Directory To add a contact to the local contact directory from the corporate directory: **1.** Press the **Dir** soft key. Press  $\bigcirc$  , then press  $\bigcirc$  to select the corporate directory. **3.** Search for the contact. Refer to Searching For a Contact on page 2-17. **4.** Press ( \square The contact's information appears on the graphic display. Corp Dir (Filtered) Dean. James. 61244244...

**5.** Press the **Save** soft key to save the contact in the local contact directory.

"Entry saved" appears on the graphic display. Only the first name, last name, and phone number are saved.

If the contact already exists in the contact directory, "Entry already exists" appears.

**6.** Press  $\bigcirc$  repeatedly to return to the idle display.

## **Editing Contacts**

#### To edit a contact in the local contact directory:

- 1. Press the **Dir** soft key.
- **2.** Select the local contact directory if it does not appear automatically by pressing ( ).
- **3.** Use  $\triangle$  and  $\bigcirc$  to scroll through the list to find the contact.
- **4.** Press to select the entry.



**5.** Press the **Edit** soft key.



**6.** Use  $\triangle$  and  $\bigcirc$  to scroll through the fields, then press  $\bigcirc$  to select the field.

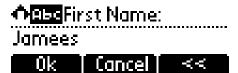


**7.** Make the desired changes.

The **Ok** soft key is not displayed until a change has been made. The **Cancel** soft key in this context will cancel the edit session for this field only; you are returned to the screen before you pressed (see step 5).

Press  $\bigcirc$  and  $\bigcirc$  to place the cursor either at the beginning or end of

the item respectively. Press  $\bigcirc$  to move to the next field.



- **8.** Press the **Ok** or **Cancel** soft keys to accept or cancel changes.
- **9.** Press (4) repeatedly to return to the idle display.

Note

You can also edit a contact associated with a speed dial key by pressing and holding that speed dial key and then following the steps 5 to 7 above.

## **Deleting Contacts**

#### To delete a contact from the local contact directory:

- **1.** Press the **Dir** soft key.
- **2.** Select the local contact directory if it does not appear automatically by pressing ( ).
- **3.** Use  $\triangle$  and  $\bigcirc$  to scroll through the list to find the contact.
- **4.** Press  $\bigcirc$  to select the entry.



**5.** Press the **Delete** soft key.

The contact is deleted from the directory. The next entry in the directory appears.

**6.** Press (4) repeatedly to return to the idle display.

## Placing a Call to a Contact

#### **Placing Calls From the Contact Directory**

#### To place a call to a contact in the local contact directory:

- **1.** Press the **Dir** soft key.
- **2.** Select the local contact directory if it does not appear automatically by pressing ( ).
- **3.** Use  $\triangle$  and  $\bigcirc$  to scroll through the list to find the contact.
- **4.** Press **Dial** or lift the handset.

#### **Placing Calls From the Corporate Directory**

#### To place a call to a contact in the corporate directory:

- **1.** Press the **Dir** soft key.
- 2. Select Corporate Directory.
- Search for the contact.Refer to Searching the Corporate Directory on page 2-18.
- **4.** Press **Dial** or lift the handset.

## **Searching For a Contact**

#### **Searching the Contact Directory**

#### To search for a particular contact in the local contact directory:

- **1.** Press the **Dir** soft key.
- **2.** Select the local contact directory if it does not appear automatically by pressing ( ).

**3.** Search for a contact using the dial pad.

You can change the directory search parameter used. By default, it is the contact's last name. For more information, refer to Directory Search on page 2-8.

The first time a dial pad key is pressed, the first entry whose last name starts with a character that matches the first letter on the key label will be retrieved. The second key press repeats the process using the second letter on the key and so on.

For example, to find the first directory entry whose last name starts with J, press the 5 key once. To find the first entry whose last name starts with R, press the 7 key three times.

#### Searching the Corporate Directory

#### To search for a particular contact in the corporate directory:

- 1. Press the **Dir** soft key.
- **2.** Select Corporate Directory.

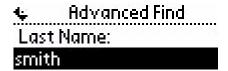
#### Note

You can enable your phone to save Corporate Directory search results, and to remember the last person you viewed in the directory. Whenever you redisplay the Corporate Directory, the last person you viewed will display. If you searched for a person, the results of the last search you submitted will display. To enable this feature, press the **Menu** key, and then select **Settings > Basic > Preferences > Corporate Directory > View Persistency**. Select **Enabled**, press the **Select** soft key, and then press the **Menu** key to exit the menu.

- **3.** Search for the contact in one of the following ways:
  - In the search line, enter the first few characters of the contacts's last name using the dial pad. For example, to search for James Woller, enter wo in the search line.
  - Press the **Submit** soft key. In this example, James Woller appears in the search results..



Press the AdvFind soft key, enter search values in the displayed fields.
 For example, enter Smith as the last name.



 Press the **Submit** soft key. In this example, Bob Smith appears in the search results..



You can dial any successful matches from the resulting information on the graphic display.

# **Managing Incoming Calls**

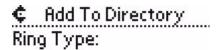
You can distinguish incoming calls from contacts in your directory by setting up distinctive rings, sending them directly to your voice mail, or by transferring them directly to another party.

## **Distinguishing Calls**

You can customize your phone so that you can distinguish different parties by ring type.

#### To set a distinctive ring type for a particular contact:

- 1. Press the **Dir** soft key.
- **2.** Use  $\triangle$  and  $\bigcirc$  to scroll through the list to find the contact.
- **3.** Press  $\bigcirc$  to select the entry.
- **4.** Press the **Edit** soft key.
- **5.** Press  $\bigcirc$  repeatedly until the Ring Type field is displayed.



- **6.** Press to edit the Ring Type.
- **7.** Enter the number corresponding to one of the ring types available. For more information, refer to Ring Type on page 2-5.
- **8.** (Optional) To remove an existing value, press  $\bigcirc$
- **9.** Press the **Ok** or **Cancel** soft keys to accept or cancel changes.
- **10.** Press (4) repeatedly to return to the idle display.

Note

This feature is local to the phone, and may be overridden by your organization's settings. For more information, contact your system administrator.

## **Rejecting Calls**

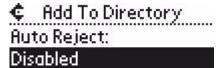
You can customize your phone so that incoming calls from a particular party are immediately sent to your voice mail.

Note

Rejecting calls is not available on shared lines.

#### To send incoming calls from a particular contact directly to voice mail:

- 1. Press the **Dir** soft key.
- **2.** Use  $\triangle$  and  $\bigcirc$  to scroll through the list to find the contact.
- **3.** Press ( to select the entry.
- **4.** Press the **Edit** soft key.
- **5.** Press  $\bigcirc$  repeatedly until the Auto Reject field is displayed.



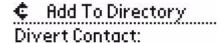
- **6.** Press , and then to change between Disabled and Enabled.
- **7.** Press the **Ok** or **Cancel** soft keys to accept or cancel changes.
- **8.** Press  $\bigcirc$  repeatedly to return to the idle display.

## **Diverting Calls**

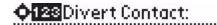
You can customize your phone so that incoming calls from a particular party are transferred directly to a third party.

#### To divert incoming calls from a particular contact:

- **1.** Press the **Dir** soft key.
- **2.** Use  $\triangle$  and  $\bigcirc$  to scroll through the list to find the contact.
- **3.** Press to select the entry.
- **4.** Press the **Edit** soft key.
- **5.** Press  $\bigcirc$  repeatedly until the Divert Contact field is displayed.



**6.** Press ( ).





- **7.** Enter the number of the party to whom you want to divert the call.
- **8.** Press the **Ok** or **Cancel** soft keys to accept or cancel changes.
- **9.** Scroll down to the Auto Divert field.
- **10.** Press  $\bigcirc$ , and then  $\bigcirc$  to change between Disabled and Enabled.
- 11. Press the **Ok** or **Cancel** soft keys to accept or cancel changes.
- **12.** Press (4) repeatedly to return to the idle display.

Note

Dual-tone multi-frequency (DTMF) signaling is not available while a call is incoming. You may resume DTMF signaling by pressing the **Reject** soft key (for private lines) or the **Ignore** soft key (for private and shared lines). For more information, contact your system administrator.

## **System Customizations**

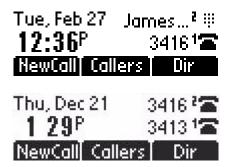
The following section details customizations of your SoundPoint IP 32x/33x phone that are performed by your system administrator.

### **Supporting Multiple Lines**

Your SoundPoint IP 32x/33x phone can support up to 2 lines.

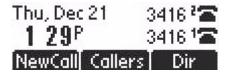
Typically, the top-most Line Key is reserved for the principal directory number (DN) of the phone.

Depending on how your phone is configured, the display could resemble one of the following figures:



## Supporting Multiple Line Keys Per Line

Each line on the phone can be configured to have more than one Line Key associated with it. This enhances call visualization and simplifies call handling. If this is the case, the display could resemble the following figure:



Incoming calls to this line will be distributed evenly among the available Line Keys. Similarly, outgoing calls will be distributed.

The SoundPoint IP 32x/33x combines the call appearances for multiple line keys into a single call list.

The line key that a call belongs to is indicated by the reverse colored icon.

## **Supporting Shared Lines**

Your SoundPoint IP 32x/33x phone supports shared lines. A shared line is indicated by a different line icon. In the following figure, the line 3413 is private and the line 3416 is shared.



If two phones share a line, an incoming call to that number will cause both phones to ring. The call can be answered on either phone but not both.

Calls on shared lines can be transferred, placed on hold, or added to a conference.

Note

Shared lines are an optional feature and may not be supported on your particular system. For more information, contact your system administrator.

Note

Call Forwarding is not available on shared lines.

Do Not Disturb (DND) on shared lines disables the ringing option only; the visual indication is still in place.

# Using the Basic Features of Your SoundPoint IP 32x/33x Phone

Your SoundPoint IP 32x/33x phone is designed to be used like a regular phone on a public switched telephone network (PSTN). You can place calls, transfer a call to someone else, or conduct a conference call.

At any time, only one active call may be in progress on your phone. The active call is the one that has audio associated with it. There may be up to three other calls on hold or in an "Incoming call" or "Ringing" state on a particular line.

Use  $\triangle$  and  $\bigcirc$  to switch between these calls. With two lines, there can be maximum of eight calls or four conferences on your phone.

This chapter provides basic operating instructions for the SoundPoint IP 32x/33x phone. This chapter contains instructions on:

- Placing a Call
- Answering a Call
- Ending a Call
- Redialing
- Placing a Call on Hold
- Setting Up Conferences
- Transferring Calls
- Forwarding Calls
- Enabling Do Not Disturb
- Assigning Speed Dial Indexes
- Using Voice Mail

To customize your phone, refer to Customizing Your SoundPoint IP 32x/33x Phone on page 2-1. To read about the phone's advanced features, refer to Using the Advanced Features of Your SoundPoint IP 32x/33x Phone on page 4-1. Review useful tips about the phone in Before You Use Your SoundPoint IP 32x/33x Phone on page 1-13.

If you require additional information or assistance with your new phone, contact your system administrator.

# Placing a Call

You can place a call in many ways using your SoundPoint IP 32x/33x phone:

- Using the handset
- Using the speakerphone
- Using the headset
- Using Dial
- Using Line 1 or Line 2

You can also dial the number first, and then choose the method you will use to speak to the other party.

To call a speed dial number, use the dial pad to enter the speed dial index

followed by the # key, and then press Dial or pick up the handset to place a call.

You can search the local contact directory or the corporate directory and dial from the search results page.

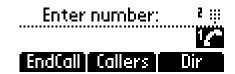
During a call, you can alternate between Handset, Headset, or Hands-Free Speakerphone modes by pressing the or keys, or picking up the handset.

Call duration on an active call is monitored through a local call timer. This is visible within the active call window on the graphic display. In the figure below, the call to James Dean has lasted 2 hours 48 minutes 23 seconds so far.



#### To place a call using the handset:

- **1.** Do the following steps in any order:
  - Pick up the handset.



- Dial the desired number using the dial pad.

Note

URL or IP dialing is not supported on registered phones. If your phone is intentionally unregistered, the default dialing mode is by URL.

#### To place a call using Hands-Free Speakerphone mode:

Note

If "Handsfree mode disabled" appears on the graphic display after you press the speakerphone key, your system administrator has disabled the speakerphone on your phone.

- **1.** Do one of the following steps:
  - a With the handset on-hook, press Dial or the NewCall soft key to obtain dial tone.

Dial the desired number using the dial pad.

**b** With the handset on-hook, dial the desired number using the dial pad.



#### To place a call using the headset:

- **1.** Do one of the following steps:
  - With the optional headset connected, press Dial, or the NewCall soft key to obtain dial tone.

    Press O.

Dial the desired number using the dial pad.

**b** With the optional headset connected, dial the desired number using the dial pad.



c Press

You will hear a dial tone. You can enter the desired number now.

#### Note

To permanently enable your headset, refer to Headset Memory Mode on page 2-6.

#### To place a call using the Dial key:

- **1.** Do one of the following steps:
  - **a** Press the **Callers** soft key to view the Receive Call list.
  - **b** Press **Dial** to view the Placed Call list.
- **2.** Use  $\triangle$  and  $\bigcirc$  to scroll through the list to find the contact.
- **3.** Press Dial to complete the call.

# **Answering a Call**

When you are not in another call, you can answer a call in three basic ways using your SoundPoint IP 32x/33x phone:

- Using the handset
- Using the speakerphone
- Using the headset

The steps for answering an incoming call when you are in another call are different if your phone is configured for:

A single Line Key per line



Multiple Line Keys per line



If your phone is configured with multiple call appearances, refer to Using Multiple Call Appearances on page 4-3 for instructions on how to answer a call.

#### Note

Incoming calls may be ignored by pressing the **Reject** soft key (for private lines) or the **Ignore** soft key (for private and shared lines).

When your SoundPoint IP 32x/33x phone is configured for silent ring, press the ringing Line key or the **Answer** soft key to answer the call. If your handset is off hook, the call is routed to the handset. If your handset is on hook, the call is routed to the speaker.

#### Note

Dual-tone multi-frequency (DTMF) signaling is not available while a call is incoming. You may resume DTMF signaling by pressing the **Reject** soft key (for private lines) or the **Ignore** soft key (for private and shared lines). For more information, contact your system administrator.

#### Answering When Not in Another Call

In all cases, the active call will appear on the graphic display showing call duration and destination.

#### To answer a call using the handset:

Pick up the handset.

#### To answer a call using Hands-Free Speakerphone mode:

#### Note

If "Handsfree mode disabled" appears on the graphic display after you press the speakerphone key, your system administrator has disabled the speakerphone on your phone.

- ➤ Do one of the following steps:
  - Press (1)
  - With the handset on-hook, press Line 1 opposite the incoming call (where the line status indicator is flashing green).
  - Press the **Answer** soft key.

#### To answer a call using the headset:

Press ( to answer the call through an optionally connected headset.

If Headset Memory Mode is activated, press Line 1 or the Answer soft key.

#### Answering When in Another Call

You are busy on an active call and a second incoming call arrives on the same phone number.

- If your phone is configured for a single Line Key per line:
  - The second call may cause a call waiting tone to be played and you see the second call appearance. The call waiting prompt identifying the incoming caller appears for 10 seconds only. You can ignore, answer, or reject the call. (The **Reject** soft key is available on private lines only.)
  - After this point the active call is in focus and the user must scroll to the incoming call appearance to Answer
- If your phone is configured for multiple Line Keys per line:
  - The second call will cause a call waiting tone to be played, the second Line Key indicator to fast flash green, and an incoming call icon to appear. The call waiting prompt identifying the incoming caller appears for 10 seconds only. You can ignore, answer, or reject the call. (The **Reject** soft key on private lines only.)
- If your phone is configured for shared lines:
  - The second call will cause a call waiting tone to be played, the second Line Key indicator to fast flash green, and an incoming call icon appears on the second Line Key. The call waiting prompt identifying the incoming caller appears for 10 seconds only.

**Note** Pressing the **Ignore** soft key will stop the ringing for that call.

#### To answer an incoming call on a line configured for a single Line Key:

**Note**Use this procedure after the call prompt disappears. The call waiting prompt *interrupts* the active call for 10 seconds, where the incoming call can be immediately dealt with.

**1.** Press (Hold) to place the original call on hold.

**2.** Press  $\bigcirc$  to access the new call.

Soft key labels are updated on the display showing **Ignore**, **Answer**, and **Reject**.

**3.** Answer the incoming call.

This places the original call on hold and refreshes the soft key labels.

#### To answer an incoming call on a line configured for multiple Line Keys:

#### Note

Use this procedure after the call prompt disappears. The call waiting prompt *interrupts* the active call for 10 seconds, where the incoming call can be immediately dealt with.

- Do one of the following steps:
  - Answer the call by pressing Line 1 or Line 2 associated with the second incoming call.

The first call is put on hold and the second call is answered.

- Press (Hold) to put the original call on hold.

Soft key labels are updated on the display showing **Ignore**, **Answer**, and **Reject**.

Answer the incoming call.

This places the original call on hold and refreshes the soft key labels.

Answering a call on a shared line is no different than on private line, except that there is no **Reject** soft key and another person on the shared line might answer the call.

## **Ending a Call**

#### To end a call:

- Do one of the following steps:
  - Press the **EndCall** soft key.
  - Replace the handset.
  - Press ( ) if in Hands-free Speakerphone Mode, or ( ) if in Headset Mode.

## Redialing

#### To redial any call placed from your phone:

➤ Refer to Placing a Call on page 3-2.

# Placing a Call on Hold

During a call, press (Hold). This will be indicated on the graphic display by the hold icon as the line indicator.



Press **Hold** again or the **Resume** soft key to resume the call. The active audio icon (one of , , or ) appears as the line indicator.

When a call has been on hold for an extended period of time, both visual and audible alerts appear. Contact your system administrator to determine if this feature is enabled/disabled, what the time period is, and what sound effects are available. When active on a call, the sound effects are played at a volume that is typically lower than the normal ringer volume.

Note

As using the Hold feature typically generates music or a beeping tone, avoid putting a conference call on hold.

#### **Multiple Calls on Hold**

If multiple calls are on hold, use  $\triangle$  and  $\bigcirc$  to switch between the calls, then press the **Resume** soft key to retrieve the desired call.



If two or more calls are on hold, an indication appears on the graphic display, for example "3/4", indicating that this is the third call out of four calls.

If calls are on hold on more than one Line Key, all calls are combined into a single call list. The Line Key that a call is associated with is indicated by the line icon in reverse colors. Pressing a Line Key with calls on hold will place the current active call on hold and resume the first call on that Line Key.

# **Setting Up Conferences**

You can create a conference with other parties using the phone's local conference feature.

#### To set up a conference:

**1.** Call the first party.

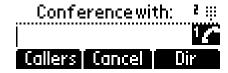


Note

You can either dial the phone number directly or search for the number in the Contact Directory or Call Lists. For more information, refer to Placing a Call on page 3-2, Searching For a Contact on page 2-17, or Managing Call Lists on page 2-10.

**2.** Press **Conf** soft key to create a new call.

The active call is placed on hold.



- **3.** Call the second party.
- **4.** When the second party answers, press the **Conf** soft key again to join all parties in the conference.



#### To split a conference call:

Press the **Split** soft key to split the conference. Both parties will be on hold.

#### To set up a conference call using the Join soft key:

- When you are in an active call:
  - If you have one call on hold (on the same line or other line), use to go to the call on hold, then press the Join soft key.
     A conference is created with the active call, the call on hold and yourself.
  - b If you have more than one call on hold, use and to switch to the desired call on hold, press the **Join** soft key.
    A conference is created with the active call, the call on hold and yourself.

#### To end a conference call:

Press the EndCall soft key or hang up.The other parties will continue to be connected.

# **Transferring Calls**

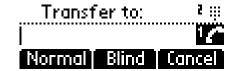
A call can be transferred in one of three ways:

- Consultative transfer—The party to whom you want to transfer the call answers their phone before you transfer the call or hang up. You can consult with them before completing the transfer.
  - To transfer a call: on page 3-11.
- Blind transfer The call is automatically transferred after you dial the number of the party to whom you want to transfer the call.
  - To perform a blind transfer: on page 3-11.
- Attended transfer The parties are automatically connected to each other after you exit the conference.
  - Set up a conference call and then end your participation. For more information, refer to Setting Up Conferences on page 3-9.

#### To transfer a call:

**1.** During a call, press **Trans** soft key.

The active call is placed on hold.



- **2.** Do one of the following steps:
  - **a** Enter the number to which you want to transfer the call. A normal (or consultative) transfer is assumed.
  - **b** Press the **Normal** soft key to access the local contact directory, corporate directory, or received callers list. Then choose either the **Dir** or **Callers** soft key. Choose the number to which you want to transfer the call.
- **3.** As soon as the ring-back sound is heard or after the party answers, press **Trans** soft key to complete the transfer.

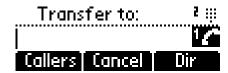
You can talk privately to the party to which you are transferring the call before the transfer is completed.

If you are using a handset, the transfer can be completed by putting the handset on the cradle.

You can cancel the transfer before the call connects by pressing the **Cancel** soft key.

#### To perform a blind transfer:

- **1.** During a call, press the **Trans** soft key.
- **2.** Press the **Blind** soft key.



- **3.** Do one of the following steps:
  - **a** Enter the number to which you want to transfer the call.
  - Press the Dir soft key to access the local contact directory, use △
     and √
     to access the contacts, and then press Dial
  - c Press the **Dir** soft key to access the corporate directory, search for the desired contact, and then press **Dial**.

d	Press the <b>Callers</b> soft key to access the Received Call list, use
	and to access the contact, and then press Dial.
е	Press Dial to access the Placed Call list, use  and  and
	to access the contact, and then press .
At	this point, the call is connected to the number to which you are

# **Forwarding Calls**

You can configure your phone so that all incoming calls are forwarded to another party (known as static forwarding).

All incoming calls can be forwarded to another party while Do Not Disturb is enabled on your phone. For more information, contact your system administrator.

Note

Call Forwarding is not available on shared lines.

This feature is local to the phone, and may be overridden by call server settings. For more information, contact your system administrator.

#### **Static Forwarding**

transferring them.

#### To enable call forwarding to another party:

1. Press Menu and select Features > Forward.



**2.** (Optional) If multiple lines are configured on your phone, select the line to forward from the list using  $\triangle$  and  $\bigcirc$ .

**3.** Using  $\triangle$  and  $\bigcirc$  , select the forwarding type you want to change

and then press (). The options are:
<ul> <li>Always – For all incoming calls</li> </ul>
<ul> <li>No Answer – Once all options to accept calls have been taken</li> </ul>
<ul> <li>Busy – When you are already in a call</li> </ul>
<b>4.</b> Depending on your selection:
<b>a</b> If you select <b>Always</b> , enter a number to forward all future incoming calls to.
<b>b</b> If you select <b>No Answer</b> , enter a number to forward all unanswered incoming calls to and how many rings to wait before forwarding (one ring is approximately six seconds). A value of 2 is recommended.
<b>c</b> If you select <b>Busy</b> , enter a number to forward all future incoming calls to when you are already in another call.
You can also enter the SIP URL or IP address. For more information on using a SIP URL or IP address, refer to Placing a Call on page 3-2
<b>5.</b> Using $\bigcirc$ and $\bigcirc$ , scroll down the <b>Disabled</b> field and press $\bigcirc$ . Toggle up or down to choose <b>Enabled</b> or <b>Disabled</b> , and press the <b>Ok</b> soft key.
To disable call forwarding:
1. Press Menu and select Features > Forward.
<b>2.</b> (Optional) If multiple lines are configured on your phone, select the line to forward from the list using $\triangle$ and $\overline{\diamondsuit}$ .
<b>3.</b> Using $\bigcirc$ and $\bigcirc$ , select the forwarding type you want to change and then press the <b>Select</b> soft key.
<b>4.</b> Using $\bigcirc$ and $\bigcirc$ , scroll down the <b>Disabled</b> field and press $\bigcirc$ . Toggle up or down to choose <b>Enabled</b> or <b>Disabled</b> , and press the <b>Ok</b> soft key.

# **Enabling Do Not Disturb**

Press **Menu** and then select **Features > Do not disturb** to prevent the phone from ringing on incoming calls. A flashing icon and text on the graphic display indicates that Do Not Disturb is on.



Calls received while Do Not Disturb is enabled are logged in the Missed Calls list unless configured to be forwarded to another party by your system administrator.

To disable Do Not Disturb, press Menu and then select Features > Do not disturb again.

Note

This feature is local to the phone, and may be overridden by call server settings. For more information, contact your system administrator.

#### Multiple Lines and Do Not Disturb

If multiple lines are configured on your phone, Do Not Disturb can be set on a line-by-line basis from the list using  $\bigcirc$  and  $\bigcirc$  . For more information, contact your system administrator. When Do Not Disturb is enabled for a particular line, this is indicated by a flashing "X" beside the line indicator on the display.

# **Assigning Speed Dial Indexes**

You can associate a contact with Line 2 for single touch dialing of a frequently used number.

For example in the figure below, pressing Line 2 places a call to James.

Tue, Feb 27 James...² (1)
12:36

NewCall Callers Dir

Note

The contact with the lowest speed dial index will be associated with the **Line 2** key for single touch dialing.

For other frequently used numbers, you can associate them with a speed dial index. To dial a contact associated with a speed dial index, enter the speed dial

index followed by the # key using the dial pad, then press **Dial** or pick up the handset

The Speed Dial list can be accessed by pressing Menu and selecting Features > Speed Dial... or by pressing the Up arrow key from the idle screen.

When a new entry is added to the Contact Directory, it is automatically assigned the next available speed dial index and the new entry appears at the bottom of the Speed Dial list.

#### **Assigning New Speed Dial Indexes**

#### To add or edit a speed dial index for an existing contact:

- **1.** Press the **Dir** soft key.
- **2.** Use  $\triangle$  and  $\bigcirc$  to scroll through the list to find the contact.
- **3.** Press  $\bigcirc$  to select the entry.



- **4.** Press the **Edit** soft key.
- **5.** Press  $(\nabla)$  repeatedly until the speed dial index appears.
- **6.** Press ( ) to select the speed dial index for edit.
- **7.** Do one of the following steps:
  - Enter the next available speed dial index.
  - Delete the existing speed dial index by using the Backspace soft key, and then enter a new speed dial index.
- **8.** Press the **Ok** or **Cancel** soft keys to accept or cancel changes.
- **9.** Press  $\bigcirc$  repeatedly to return to the idle display.

Note

Press and hold the unassigned **Line 2** key from the idle display to associate a speed dial index. The next available speed dial index will be assigned automatically.

#### To assign a new speed dial key:

1. Press and hold Line 2 if unassigned.

A new empty entry in the contact directory is automatically opened allowing contact information to be added.

- **2.** Press ( to enter a first name.
- **3.** Enter the first name of the contact from the dial pad.
- 4. Press the Ok or Cancel soft keys to accept or cancel changes.
- **5.** Press  $(\nabla)$  to display the next field in the contact's entry.
- **6.** Repeat steps 2 to 5 to enter the last name of the contact.
- **7.** Repeat steps 2 to 5 to enter a contact number.
- **8.** Repeat steps 2 to 5 to change the Speed Dial Index if desired.

  The index can be any value between the next available index value and the maximum (99).



Polycom recommends that you assign speed dial index values consecutively. For example, the second Line Key is assigned to the speed dial index value "2".

- **9.** Press the **Yes** or **Cancel** soft keys to accept or cancel changes.
- **10.** Press (4) repeatedly to return to the idle display.

Note

To add a speed dial contact if the **Line 2** key is already assigned, refer to Adding Contacts on page 2-11.

## **Using Voice Mail**

Your voice mail is saved in a centralized location and may be accessed from your phone.

The presence of new Voice Mail messages is indicated by a flashing Message Waiting Indicator LED on the front of the phone and a visual notification on the graphic display. If the phone is configured for multiple lines, an individual line indicator icon indicates Voice Mail messages left on that line.



A stutter dial tone in place of normal dial tone is used to indicate that one or more voice messages are waiting at the message center.

#### Note

Voice Mail is an optional feature configured on the call server and may not be supported on your particular system. For more information, contact your system administrator.

Screen options may vary with your application. Voice Mail may be accessible with a single key press. Contact your system administrator about this option.

#### To listen to voice messages:

1. Press the Msgs soft key or press Menu, select Features > Messages, and then press .

#### Note

If your SoundPoint IP 32x/33x has a **Messages** key, press it to access your Voice Mail.

**2.** Follow voice or visual prompts on the graphic display to retrieve your messages.

If multiple lines are configured on your phone, select from which line messages are to be retrieved.

# Using the Advanced Features of Your SoundPoint IP 32x/33x Phone

This chapter provides operating instructions for the advanced features of the SoundPoint IP 32x/33x phone. This chapter contains instructions on:

- SIP-B Automatic Call Distribution
- Using Multiple Call Appearances
- Using Buddy Lists
- Restarting Your Phone

To customize your phone, refer to Customizing Your SoundPoint IP 32x/33x Phone on page 2-1. To read about the phone's basic features, refer to Using the Basic Features of Your SoundPoint IP 32x/33x Phone on page 3-1.

If you require additional information or assistance with your new phone, contact your system administrator.

## **SIP-B Automatic Call Distribution**

Note

ACD is not available on all call servers. For more information, contact your system administrator.

Automatic call distribution (ACD) systems allow companies that handle a lot of incoming phone calls to direct them to a person who is able to talk at the earliest opportunity.

The SoundPoint IP 32x/33x phone allows:

- ACD login and logout
- ACD agent available and unavailable

When ACD is enabled on your phone, the line icon appears. This is the default setting. No calls will be directed to your phone.

After you log in (refer to To log into the ACD:), the line icon changes to You are now considered available and calls will be directed to your phone.

After you end a call, the line icon alternates between and a call, the line icon alternates between showing you are now unavailable. You must set yourself to available for calls to be directed to you again (refer to To set ACD agent availability:)

#### To log into the ACD:

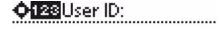
- 1. Press Menu
- 2. Select Features > ACD Login/Logout...



3. Select Login.



**4.** Press ( )





- **5.** Enter your user ID and press the **Login** soft key.
- **6.** Press  $\bigcirc$  to display the next field.
- **7.** Press ( ).



- **8.** Enter your password and press the **Login** soft key.
- **9.** Press (4) repeatedly to return to the idle display.

#### To log out of the ACD:

- 1. Press Menu
- 2. Select Features > ACD Login/Logout...
- 3. Select Logout.
- **4.** Press  $(\triangleleft)$  repeatedly to return to the idle display.

#### To set ACD agent availability:

- 1. Press Menu
- 2. Select Features > ACD Agent Availabilit...



- **3.** Use  $\triangle$  and  $\bigcirc$  to switch between Available and Unavailable settings.
- **4.** Press to select the setting.
- **5.** Press  $\bigcirc$  repeatedly to return to the idle display.

Repeat steps 1 to 5 to manually set the ACD agent to unavailable.

# **Using Multiple Call Appearances**

Each line on the phone can be configured to have one or more call appearances. More than one call appearances is useful if there is an active call and an incoming call arrives.

For example, the first figure shows Line 2 in a held call with Dean at extension 1703 and Line 1 has a call on hold.

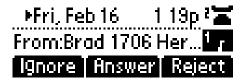


The second figure shows Line 1 holding a call from Bob at extension 1701.



#### To answer an incoming call when configured for multiple call appearances:

- ➤ Do one of the following steps:
  - Press (Hold) to put the original call on hold and then answer the incoming call.



- Answer the incoming call during the Call Waiting prompt (first 10 seconds).
  - Soft key labels are updated on the display with **Ignore**, **Answer**, and **Reject**.
- Wait for the Call Waiting prompt to disappear, use to scroll to the incoming call, and then answer the incoming call.

This places the original call on hold and refreshes the soft key labels.

If two or more call appearances are in use, one will appear on the display and the total number will be indicated by a counter at the top right corner of the display. For example "3/4" indicates that the highlighted call is the third one out of a total of four.

You can also place another outbound call on the same first line. Press (Hold) during the first call and press the **NewCall** soft key to obtain dial tone for a second call.

## **Using Buddy Lists**

Your SoundPoint IP 32x/33x phone combines interactive message services and status monitoring to complement a traditional messaging application such as e-mail.

Live interaction within a pool of phones is possible by monitoring the "presence" of the parties involved. Your phone can "watch" the status of up to 8 other phones or 8 buddies. These other phones form your "buddy list". The status of your buddies is displayed and updated in real time. Your phone can be "watched" by up to 8 other phones.

If your SoundPoint IP 32x/33x SIP phone is configured to work with Microsoft Live Communications Server 2005, the behavior of the presence setting and buddy lists is different. For more information, contact your system administrator.

#### **Presence**

#### To view and change your presence settings:



**2.** Select **Features > Presence > My Status**.



**3.** Use  $\triangle$  or  $\bigcirc$  to scroll through the list, and then press  $\bigcirc$  to select your new status.

This affects information sent to phones watching you.

Presence information will also be sent to watching phones when you go off-hook or enable Do Not Disturb.

## **Managing Buddies**

Note

The instructions in this section do not apply if your call server is Microsoft Live Communications Server 2005. In that case, refer to the following section, Integrating With Microsoft Live Communications Server 2005.

#### To add or delete a contact from your buddy list:

- Press the Dir soft key.
   Use or to scroll through the list to find the contact.
   Press to select the entry.
- **4.** Press repeatedly until the Watch Buddy field appears.

to select the Watch Buddy field.

**6.** Use or b to switch between Enabled and Disabled settings. When Watch Buddy is enabled, the contact is added to your buddy list. When Watch Buddy is disabled, the contact is removed from your buddy

The default for Watch Buddy is Disabled.

- **7.** Press the **Ok** or **Cancel** soft keys to accept or cancel changes.
- **8.** Press (4) repeatedly to return to the idle display.

#### To block or unblock a contact from your buddy list:

1. Press the **Dir** soft key.

Press

list.

- **2.** Use  $\triangle$  or  $\bigcirc$  to scroll through the list to find the contact.
- **3.** Press  $\bigcirc$  to select the entry.
- **4.** Press  $\bigcirc$  repeatedly until the Block Buddy fields.
- **5.** Press to select the Block Buddy field.
- **6.** Use or b to switch between Enabled and Disabled settings. When Block Buddy is enabled, the contact cannot watch your phone. When Block Buddy is disabled, the contact can watch your phone. The default for Block Buddy is Disabled.
- **7.** Press the **Ok** or **Cancel** soft keys to accept or cancel changes.
- **8.** Press  $\bigcirc$  repeatedly to return to the idle display.

### **Integrating With Microsoft Live Communications Server 2005**

Your phone can be configured to work with Microsoft Live Communications Server 2005 and communicate with others using Microsoft Office Communicator and Windows Messenger. From your phone, you can invite, join, control, and monitor integrated multipoint audio and video conferences.

Any contacts added through your buddy list will appear as a contact in Microsoft Office Communicator and Windows Messenger. Any contacts added as a contact in Microsoft Office Communicator and Windows Messenger will appear in your buddy list.

To view and change your presence, refer to To view and change your presence settings: on page 4-5.

For more information, contact your system administrator.

#### To add a contact to your buddy list:

-	Press Menu	
١.	Press Invidiu	
- •	11000	•

- **2.** Select Features > Presence > Buddy Status.
- **3.** Do one of the following steps:
  - **a** If the buddy list is empty, press to enter a new buddy's contact number.
  - **b** If the buddy list is not empty, use to scroll up the new entry, press to enter a new buddy's contact number.
  - **c** If the buddy list is not empty, press to select an entry, then press the **Add** soft key to add a new entry.
- **4.** Enter the desired contact number and press the **Ok** soft key.
- **5.** Press  $\bigcirc$  repeatedly to return to the idle display.

You can also delete a contact or dial a contact from your buddy list.

#### To view and change your privacy list:



- 2. Select Features > Presence > Privacy List.
- **3.** Use  $\triangle$  or  $\bigcirc$  to scroll through the list to find the contact.

- **4.** Press ( ) to select the entry.
- **5.** Press **Edit** soft key.
- **6.** Press  $(\nabla)$  to scroll through the list to find the *Access* field.
- **7.** Press ( ) to select the field.
- **8.** For *Access*, use  $\bigcirc$  or  $\bigcirc$  to select Enabled.

When *Access* is enabled, you are allowing the contact to see your presence. When *Access* is disabled, you are disallowing the contact from seeing your presence.

The default for access is Disabled.

**9.** Press  $\bigcirc$  repeatedly to return to the idle display.

You can also delete a contact or dial a contact from your privacy list.

For more information on contacting buddies, refer to Placing a Call on page 3-2 or the Microsoft Office Communicator and Windows Messenger documentation.

# **Restarting Your Phone**

Periodically, you may need to restart your phone. The reasons for this include:

- Accepting a new configuration
- Accepting new software

Note

In the case of problems, it may be possible to restore normal operation of your phone without restarting. Contact your system administrator before attempting to restart your phone.

Note

The call lists are automatically cleared when you restart the phone.

#### To restart the phone:

- 1. Press Menu
- 2. Select Settings > Basic > Restart Phone.
  - "Are you sure?" appears on the graphic display.
- **3.** If you still want to restart your phone, press the **Yes** soft key.

  The restart process process begins. The process ends when the idle display appears.

# Troubleshooting Your SoundPoint IP 32x/33x Phone

This chapter contains general troubleshooting information to help you solve any problems you might encounter when you use your SoundPoint IP 32x/33x phone. The table in this chapter list possible trouble symptoms, the likely causes of these problems, and the recommended corrective actions to take.

- Power and Startup
- Controls
- Access to Screens and Systems
- Calling
- Displays
- Audio
- Productivity Suite

To obtain more detailed troubleshooting information, you can access certain menus on your phone that test your phone hardware. For more information, see Testing Phone Hardware on page 5-8.

If you require additional assistance, contact your system administrator.

# **Power and Startup**

Symptom	Problem	Corrective Action
There are power issues.	The SoundPoint IP 32x/33x phone has no power.	<ul> <li>Do one of the following steps:</li> <li>Verify that no lights appear on the phone when it is powered up.</li> <li>Check if the phone is properly plugged into a functional AC outlet.</li> <li>Make sure that the phone isn't plugged into a plug controlled by a light switch that is off.</li> <li>If the phone is plugged into a power strip, try plugging it directly into a wall outlet instead.</li> <li>Try the phone in another room where the electricity is known to be working on a particular outlet.</li> </ul>

# Controls

Symptom	Problem	Corrective Action
Symptom  The dial pad does not work.	Problem  The dial pad on the SoundPoint IP 32x/33x phone does not respond.	<ul> <li>Do one of the following steps:</li> <li>Check for a response from other feature keys or from the dial pad.</li> <li>Place a call to the phone from a known working telephone. Check for display updates.</li> <li>Check if the LAN port is active or inactive. Press the menu key, and then select Status &gt; Network &gt; Ethernet. From the Ethernet page, scroll to the LAN port field and verify that it is active.</li> <li>Check the termination at the switch or hub end of the network LAN cable. Ensure that the switch/hub port connected to the telephone is operational (if not accessible, contact your system administrator).</li> <li>Before restarting your phone (refer to * on page *), contact your system</li> </ul>
		* on page *), contact your system administrator. Your system administrator may want to troubleshoot your phone in more detail before restarting the phone and losing current status information.

# Access to Screens and Systems

Symptom	Problem	Corrective Action
There is no response when you press a feature key.	The SoundPoint IP 32x/33x phone is not in an active state.	<ul> <li>Do one of the following steps:</li> <li>Press the keys more slowly.</li> <li>Check with your system administrator to see if the key has been mapped to a different function or is disabled.</li> <li>Place a call to the phone to check that inbound call display and ringing is normal. If successful, try to press feature keys within the call to access the Menu, for example.</li> <li>To confirm that the line is active, press the Menu key, and then select Status &gt; Lines &gt; Line Information. From the Line Information page, verify that your phone line is registered.</li> <li>To attempt re-registration to the call server, reboot your phone. Contact your system administrator.</li> </ul>
The display shows "Network Link is Down".	The LAN cable is not properly connected.	<ul> <li>Do one of the following steps:</li> <li>Check termination at the switch or hub (furthest end of the cable from the phone).</li> <li>Check that the switch or hub is operational (flashing link/status lights) or contact your system administrator.</li> <li>Check if the LAN port is active or inactive. Press the menu key, and then select Status &gt; Network &gt; Ethernet. From the Ethernet page, scroll to the LAN port field and verify that it is active.</li> <li>To attempt re-registration to the call server, reboot your phone. Contact your system administrator.</li> </ul>

# **Calling**

Symptom	Problem	Corrective Action
There is no dial tone.	Power is not correctly applied to the SoundPoint IP 32x/33x phone.	<ul> <li>Do one of the following steps:</li> <li>Check that the display is illuminated.</li> <li>Make sure the LAN cable is inserted properly at the rear of the phone (try unplugging and re-inserting the cable).</li> <li>If using Power over Ethernet (PoE), have your system administrator check that the switch is supplying power to the phone.</li> </ul>
	Dial tone is not present on one of the audio paths.	Do one of the following steps:  Switch between Handset, Headset (if present) or Hands-Free Speakerphone to see if the dial tone is present on other paths.  If the dial tone exists on another path, connect a different handset or headset to isolate the problem.
	The phone is not registered.	Contact your system administrator.

Symptom	Problem	Corrective Action
The phone does not ring.	Ring setting or volume is low.	Do one of the following steps:  Adjust the ringing level from the front panel using the volume up/down keys.  Check status of handset, headset (if connected), and Hands-Free Speakerphone.
	Outbound or inbound calling is unsuccessful.	Do one of the following steps:  Place a call to the phone under investigation. Check that the display indicates incoming call information.  Lift the handset. Ensure the dial tone is present and place a call to another extension or number. Check that the display changes in response.
	You turned off the ringer.	<ul> <li>Do one of the following steps:</li> <li>During an incoming call, lift the handset, press the Speakerphone key or press the Headset key to obtain a dial tone.</li> <li>Press the ringing Line Key or the Answer soft key to answer the call.</li> <li>If the handset is off-hook when you press the Answer soft key or the Line Key, the call is routed to the handset.</li> <li>If the handset is on-hook when you press the Answer soft key or Line Key, the call is routed to the speaker.</li> </ul>
"Service Unavailable" appears on the graphic display.	The user pressed the New Call soft key, dialed a number with the handset on-hook, or attempted to make a call from the contact directory when the phone was not registered.	Check with your system administrator to see when your phone will be registered.
The line icon shows an unregistered line icon.	The phone line is unregistered.	Contact your system administrator.

# **Displays**

Symptom	Problem	Corrective Action
There is no display. The display is incorrect. The display has bad contrast.	Power is not correctly applied to the SoundPoint IP 32x/33x phone.	<ul> <li>Do one of the following steps:</li> <li>Check that the display is illuminated.</li> <li>Make sure the LAN cable is inserted properly at the rear of the phone (try unplugging and re-inserting the cable).</li> <li>If using Power over Ethernet (PoE), have your system administrator check that the switch is supplying power to the phone.</li> <li>Use the screen capture feature. Contact your system administrator to determine if it is enabled.</li> </ul>
	The contrast needs adjustment.	<ul> <li>Do one of the following steps:</li> <li>Refer to Display Contrast on page 2-3.</li> <li>Reboot the phone to obtain a default level of contrast.</li> <li>Use the screen capture feature. Contact your system administrator to determine if it is enabled.</li> </ul>
	Outbound or inbound calling is unsuccessful.	Do one of the following steps:  Place a call to the phone under investigation. Check that the display indicates incoming call information.  Lift the handset. Ensure the dial tone is present and place a call to another extension or number. Check that the display changes in response.
The display flickers.	A certain type of older fluorescent lighting causes the display to appear to flicker.	Do one of the following steps:  Move the SoundPoint IP 32x/33x SIP phone away from the lights.  Replace the lights.  Use the screen capture feature. Contact your system administrator to determine if it is enabled.

### **Audio**

Symptom	Problem	Corrective Action
There is no audio on the headset.	The connections are not correct.	Do one of the following steps:  Ensure the headset is plugged into the jack marked Headset at the rear of the phone.  Ensure the headset amplifier (if present) is turned on and/or the volume is correctly adjusted. If the amplifier uses batteries, check that they are fully charged.
You are using a headset and the people you call hear echo.	There may be an issue with the echo cancellation feature of your headset.	Do the following:  Press the Menu key, then select Settings > Basic > Preferences > Headset > Echo Cancellation.  Using the arrow keys, select Enabled, and then press the Select soft key.  Contact your system administrator.

## **Productivity Suite**

Symptom	Problem	Corrective Action
You are trying to access one of the following features, but it is not available on your phone:	The license is not installed on your phone or it has expired.	Do the following:     Press the Menu key, then select Status > Licenses.
Corporate Directory     Recording and Playback of Audio Calls		Using the arrow keys, verify that the features that you want to use has a valid license.
Managing Conferences audio on the headset.		Contact your system administrator.

### **Testing Phone Hardware**

Your system administrator may ask you to access a diagnostics menu on your phone to test your phone hardware. From the diagnostics menu, you can test your phone's microphones, speaker, handset, third-party headset (if present), keypad mappings, and LCD display. See your system administrator for instructions on how to perform these tests.

#### To test your phone hardware:

>> Press Menu , and then select Status > Diagnostics > Test Hardware > Audio Diagnostics, Keypad Diagnostics, or Display Diagnostics.

# Regulatory Notices

#### **Service Agreements**

Please contact your Polycom Authorized Reseller for information about service agreements applicable to your product.

#### **Governing Law**

This Limited Warranty and Limitation of Liability shall be governed by the laws of the State of California, U.S.A., and by the laws of the United States, excluding their conflicts of laws principles. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this Limited Warranty and Limitation of Liability.

All rights reserved under International and Pan-American Copyright Conventions. No part of the contents of this manual may be copied, reproduced, or transmitted in any form or by any means, or translated into another language or format, in whole or part, without written consent from Polycom, Inc. Do not remove (or allow anybody else to remove) any product identification, copyright or other notices.

#### **Limitations of Liability**

LIMITATION OF LIABILITY. TO THE FULL EXTENT ALLOWED BY LAW, POLYCOM EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF POLYCOM OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT POLYCOM'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

#### **Polycom Limited Warranty and Limitation Liability**

LIMITED WARRANTY. Polycom warrants to the end user ("Customer") that this product is expected to be free from defects in workmanship and materials, under normal use and service, for one year from the date of purchase from Polycom or its authorized reseller.

Polycom's sole obligation under this express warranty is at Polycom's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options are reasonably available, Polycom may, on its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of Polycom. Replacement products or parts may be new or reconditioned.

Polycom is expected to warrant any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer. Products returned to Polycom must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to Polycom until the returned item is received by Polycom. The repaired or replaced item will be shipped to Customer, at Polycom's expense, not later than thirty (30) days after Polycom receives the defective product, and Polycom will retain risk of loss or damage until the item is delivered to Customer.

The product software comes with 90-day software warranty, providing for software updates (minor releases/bug fixes). To continue to receive support, purchasing a maintenance contract is the most economical solution.

#### **Exclusions**

Polycom will not be liable under this limited warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist or results from:

- Failure to follow Polycom's installation, operation, or maintenance instructions.
- Unauthorized product modification or alteration.
- Unauthorized use of common carrier communication services accessed through the product.
- · Abuse, misuse, negligent acts or omissions of Customer and persons under Customer's control; or
- Acts of third parties, acts of God, accident, fire, lightening, power surges or outages, or other hazards.

#### **Warranty Exclusive**

IF A POLYCOM PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, CUSTOMER'S SOLE REMEDY FOR BREACH OF THAT WARRANTY SHALL BE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT POLYCOM'S OPTION. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, TERMS, OR CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES, TERMS, OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NON-INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. POLYCOM NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE OR USE OF ITS PRODUCTS.

#### **Safety and Compliance**

#### Part 15 FCC Rules

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1. This device may not cause harmful interference, and
- 2. This device must accept any interferences received, including interference that may cause undesired operation.

#### **Class B Digital Device or Peripheral**

Note: This equipment is tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- 1. Reorient or relocate the receiving antenna.
- 2. Increase the separation between the equipment and receiver.
- 3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- 4. Consult the dealer or an experience radio/TV technician for help.

#### **Modifications**

In accordance with Part 15 of the FCC Rules, the user is cautioned that any changes or modifications not expressly approved by Polycom, Inc. could void the user's authority to operate the equipment. This equipment may not be used on a coin service or party line.

#### **Installation Instructions**

Installation must be performed in accordance with all relevant national wiring rules.

L'Installation doit être exécutée conformément à tous les règlements nationaux applicable au filage électrique.

#### Plugs Acts as Disconnect Device

The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

La prise électrique à laquelle l'appareil est branché doit être installée près de l'équipement et doit toujours être facilement accessible.

#### Industry Canada (IC)

This Class [B] digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.

#### **CE and VCCI Mark**

This SoundPoint IP 321, 331, or 335 SIP is marked with the CE mark. This mark indicates compliance with EEC directories 2006/95/EC and 2004/108/EC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

この装置は、情報処理装置等電波障害自主規制協議会(VCCI)の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。

#### **Safety and Compliance (continued)**

#### **Russian Compliance**

Ministry of Information Technologies & Communication of the Russian Federation - Declaration of Conformity. DoC # Д-СПД-2950. Expiry 22.06.2012.

Ministry of Information Technologies & Communication of the Russian Federation - Declaration of Conformity. DoC # Δ-CΠΔ-2948. Expiry 22.06.2012.

Ministry of Information Technologies & Communication of the Russian Federation - Declaration of Conformity. DoC # Д-СΠД-2949. Expiry 22.06.2012.

Ministry of Information Technologies & Communication of the Russian Federation - Declaration of Conformity. DoC # Д-СΠД-2947. Expiry 22.06.2012.

#### GOST-R

Certificate # POCC US.МЛ05.В00987. Expiry 21.06.2012.

#### **New Zealand Telepermit**

Polycom SoundPoint IP321, 331, and 335 VoIP Telephone PTC 220/08/063

PTC General Warning

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

The Use of IP Networks through the PSTN

Internet Protocol (IP) by its nature introduces delay into speech signals as each data packet is formulated and addressed. Telecom Access Standards recommends that suppliers, designers and installers using this technology for calls to or from the PSTN refer to ITU E Model requirements in the design of their networks. The overall aim is to minimise delay, distortion and other transmission impairments, particularly for those calls involving cellular and international networks, which already suffer extensive delay.

The Use of Voice Compression through the PSTN

Because of the extensive delay already experienced when calling cellular and international networks, some of which is already caused by their use of voice compression technologies. Telecom Access Standards will only approve G711 voice technology for use on the PSTN. G711 is an 'Instantaneous Speech encoding Technique' whereas G729 and all its variants are considered 'Near Instantaneous' introducing additional delay into the speech signal.

#### Echo Cancellation

Echo cancellers are not normally required in the Telecom PSTN because geographic delays are acceptable where CPE return loss is maintained within Telepermit limits. However, those private networks making use of Voice over IP technology are required to provide echo cancellation for all voice calls. The combined effect of audio / VoIP conversion delay and IP routing delay can cause the echo cancellation time of 64 mS to be required.

Modification of this Polycom SoundPoint IP321, 331, and 335 VoIP Telephone for the New Zealand Network

All samples of Polycom SoundPoint IP321, 331, and 335 VoIP Telephones connected to the Telecom network shall be equipped with the following software batch Rev 3.0.2.0917. Equipped with this software batch the IP telephone is known to comply with the New Zealand speech transmission plan.

# Index

Symbols	Do Not Disturb 3-14
# key, page down shortcut 1–12	_
* key, page up shortcut 1–12	E
NT .	electronic hookswitch 2–6
Numerics	ending calls 3–7
123 icon 2–12	F
A	features
ABC icon 2-12	advanced 4-1
answering calls 3–4, 3–5	basic 3–1
assembling your phone 1–3	list of 1–9
assigning speed dial indexes 3–14	SoundPoint IP 330 1-9
acceptance of the same state of the	forwarding calls 3–12
В	G
base, attaching 1-6, 1-8	getting started 1-1
block buddies 4-6	8
buddy lists 4–5	Н
	handset
C	answering a call 3–5
call lists	connecting 1–5
types of 2–10	illustration 1-2
calls ending 3–7	placing a call 3-3 hands-free mode
on hold 3-8	answering a call 3–5
with handsets 3–3	disabled 3-3
with headsets 3–3	placing a call 3-3
conferences, setting up 3–9	headset
contact directory 2–11	answering a call 3-6
contact lists. See buddy lists	connecting 1–5
corporate directory 2–17	electronic hookswitch 2–6
customizing your phone 2-1	memory mode 2-6 placing a call 3-3
	headset jack 1–5
D	headset memory mode 2–6
data entry 1–12	holding calls 3–8
data entry, switching modes 1-12	Holding Cans 3-0
directory search 2–8	I
directory, contacts 2–11	idle display 2–2
display contrast 2-3, 2-5	inactivity timer 1–12
·	1100ct1.10, t1111c1 1 1 <b>2</b>

L	SoundPoint IP 32x/33x
language support 2-8	adjusting display constrast 2-3, 2-5
0.00.11.	adjusting volume 2–9
M	advanced features 4-1
managing buddies 4-5	answering calls 3–4, 3–5
0 0	assembling 1–3
Microsoft Office Live Communications	assigning speed dial indexes 3–14
Server 2005 4–5, 4–7	attaching base 1–6, 1–8
multiple call appearances 4–3	basic features 3–1
multiple calls, hold 3–8	buddy lists 4-5
multiple keys per line 2-22	call lists, types of 2–10
multiple lines	calls, on hold 3-8
call forwarding 3–12	contact directory 2–11
Do Not Disturb 3–14	customizing 2–1
ring type 2–7	data entry 1–12 Do Not Disturb 3–14
support for 2–21	electronic hookswitch 2–6
Voice Mail 3-17	ending calls 3–7
muting microphone 2-9	features, list of 1–9
MyStat 4–5	figure, features 1-9
11.yout 1 0	forwarding calls 3–12
N	getting started 1-1
	handset 1–5
navigation guide icon 1-12	headset 1–5
navigation key usage 1–12	headset memory mode 2-6
network connection, phone 1-4	idle display 2-2
	illustration 1-2
P	language support 2–8
parts list 1–2	multiple call appearances 4–3
placing calls 3–2	multiple keys per line 2-22
PoE. See Power over Ethernet	muting microphone 2-9
	navigation key usage 1–12
Power over Ethernet (PoE) 1–4	parts list 1–2
power source, phone 1-4	placing calls 3–2
presence 4–5	presence 4–5
privacy list 4–7	redialing numbers 3–8
	restarting phone 4–8
R	ring type 2–7
redialing numbers 3–8	setting time and date 2-2
restarting phones 4–8	setting up conferences 3–9
~ -	shared lines 2–22
ring types 2–7	shortcuts 1–12
RJ-9 1-5	text entry 1-12
0	transferring calls 3–10
$\mathbf{S}$	troubleshooting 5–1
shared lines 2–22	using multiple lines 2–21 voice mail 3–16
shortcuts 1–12	
silent ring, answering calls 3–5	speakerphone. See hands-free mode
SoundPoint IP 320, 321, 331, 335. See SoundPoint	speed dialing 3–14
IP 32x/33x	switching entry modes 1-12
,	system administrators, text entry 1-13

#### Т

text entry 1-12
time and date 2-2
transferring calls 3-10
troubleshooting
audio problems 5-8
calling problems 5-5
controls problems 5-3
diagnostics 5-8
display problems 5-7
power and startup problems 5-2
screen and system problems 5-4

#### U

useful tips 1-12

#### $\mathbf{V}$

voice mail 3–16 volume 2–9

#### W

watch buddies 4-6

## End-User License Agreement for Polycom® Software

This End-User License Agreement ("Agreement") is a legal agreement between you (either an individual or a single entity) and Polycom, B.V for the Polycom Software Product licensed by Polycom B.V in Europe, the Middle East, Africa, and Asia Pacific or Polycom, Inc., for the Polycom Software Product licensed by Polycom, Inc. in the rest of the world (collectively, "Polycom"). The Software Product includes the computer software included herewith and may include associated media, printed materials and online or electronic documentation ("Software Product"). By clicking 'I agree' or by installing, copying, or otherwise using the Software Product, you agree to be bound by the terms of this Agreement. If you do not agree to the terms of this Agreement, do not install or use the Software Product, and return it to your place of purchase for a full refund.

The Software Product is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties. The Software Product is licensed (not sold) to you, and its use is subject to the terms of this Agreement.

#### 1. GRANT OF LICENSE.

Subject to the terms of this Agreement, Polycom grants to you a nonexclusive license to install and use the Software Product included with the Polycom product that incorporates or uses the Software Product (the "Product"). You may use the Software Product only in connection with the use of the Product. You are not permitted to lease, rent, distribute or sublicense the Software Product or to use the Software Product in a time-sharing arrangement or in any other unauthorized manner. Further, no license is granted to you in the human readable code of the Software Product (source code). Except as provided below, this License Agreement does not grant you any rights to patents, copyrights, trade secrets, trademarks, or any other rights in respect to the Software Product.

#### DESCRIPTION OF OTHER RIGHTS AND LIMITATIONS.

- **2.1 Limitations on Reverse Engineering, Decompilation, and Disassembly.** You may not reverse engineer, decompile, or disassemble the Software Product, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation. The Software Product is licensed as a single product. Its component parts may not be separated for use on more than one Product.
- **2.2 Backup.** Except as expressly provided for under this Agreement, you may not copy the Software Product, except, however, you may keep one copy of the Software Product and, if applicable, one copy of any previous version for back-up purposes, only to be used in the event of failure of the original. All copies of the Software Product must be marked with the proprietary notices provided on the original Software Product. You may not reproduce the supporting documentation accompanying the Software Product.
- **2.3 Modifications.** You may not modify, translate, or create derivative works of the Software Product.
- **2.4 Proprietary Notices.** You may not remove or obscure any proprietary notices on or in the Software Product or the supporting documentation.
- **2.5 Software Transfer.** You may permanently transfer all of your rights under this Agreement provided you retain no copies, you transfer all of the Software Product (including all component parts, the media, any printed materials, any upgrades, this Agreement, and, if applicable, the Certificate of Authenticity), and any recipient agrees to the terms of this Agreement. If the Software Product is an upgrade, any transfer must include all prior versions of the Software Product. However, if the Software Product is marked "Not for Resale" or "NFR," you may not resell it or otherwise transfer it for value.

- **2.6 Copyright.** All title and copyrights in and to the Software Product (including, but not limited to, any images, photographs, animations, video, audio, music, text, and "applets" incorporated into the Software Product), the accompanying printed materials, and any copies of the Software Product are owned by Polycom or its suppliers. The Software Product is protected by copyright laws and international treaty provisions. Title, ownership rights, and intellectual property rights in the Software Product shall remain In Polycom or its suppliers. Title and related rights in the content accessed through the Software Product is the property of such content owner and may be protected by applicable law. This Agreement gives you no rights in such content.
- **2.7 Confidentiality.** The Software Product contains valuable proprietary information and trade secrets of Polycom and its suppliers and you shall protect the confidentiality of, and avoid disclosure and unauthorized use of, the Software Product.
- **2.8 Dual-Media Software.** You may receive the Software Product in more than one medium. Regardless of the type or size of medium you receive, you may use only one medium that is appropriate for your single Product. You may not use or install the other medium on another Product.
- **2.9 Reservation.** Polycom reserves all rights in the Software Product not expressly granted to you in this Agreement.

#### SUPPORT SERVICES.

Polycom may provide you with support services related to the Software Product ("Support Services"). Use of Support Services is governed by the Polycom policies and programs described in the Polycom-provided materials. Any supplemental software code provided to you as part of the Support Services is considered part of the Software Product and is subject to the terms and conditions of this Agreement. With respect to technical information you provide to Polycom as part of the Support Services, Polycom may use such information for its business purposes, including for product support and development. Polycom will not utilize such technical information in a form that personally identifies you.

#### 4. TERMINATION.

Without prejudice to any other rights, Polycom may terminate this Agreement if you fail to comply with any of the terms and conditions of this Agreement. In such event, you must destroy all copies of the Software Product and all of its component parts. You may terminate this Agreement at any time by destroying the Software Product and all of its component parts.

#### 5. UPGRADES.

If the Software Product is labeled as an upgrade, you must be properly licensed to use the software identified by Polycom as being eligible for the upgrade in order to use the Software Product. A Software Product labeled as an upgrade replaces and/or supplements the software that formed the basis for your eligibility for the upgrade. You may use the resulting upgraded Software Product only in accordance with the terms of this Agreement. If the Software Product is an upgrade of a component of package of software programs that you licensed as a single product, the Software Product may be used and transferred only as part of that single Software Product package and may not be separated for use on more than one Product.

#### 6. WARRANTY AND WARRANTY EXCLUSIONS.

**6.1 Limited Warranty.** Polycom warrants that (a) the Software Product will perform substantially in accordance with the accompanying documentation for a period of ninety (90) from the date of receipt by you, and (b) any Support Services provided by Polycom shall be substantially as described in applicable written materials provided to you by Polycom, and Polycom support engineers will make commercially reasonable efforts to solve any problem issues. Polycom does not warrant that your use of the Software Product will be uninterrupted or error free, or that all defects in the Software Product will be corrected. Polycom's sole obligation under this express warranty shall be, at Polycom's option and expense, to

refund the purchase price paid by you for any defective software product which is returned to Polycom with a copy of your receipt, or to replace any defective media with software which substantially conforms to applicable Polycom published specifications. Any replacement Software Product will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer.

6.2 Warranties Exclusive. If this Software Product does not operate as warranted above, your sole remedy for breach of that warranty shall be repair, replacement, or refund of the purchase price paid, at Polycom's option. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF All OTHER WARRANTIES, TERMS OR CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES, TERMS OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NON-INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. POLYCOM NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, OR USE OF THIS SOFTWARE PRODUCT.

POLYCOM SHALL NOT BE LIABLE UNDER THIS WARRANTY IF ITS TESTING AND EXAMINATION DISCLOSE THAT THE ALLEGED DEFECT OR MALFUNCTION IN THE SOFTWARE PRODUCT DOES NOT EXIST OR WAS CAUSED BY YOUR OR ANY THIRD PERSON'S MISUSE, NEGLECT, IMPROPER INSTALLATION OR TESTING, UNAUTHORIZED ATTEMPTS TO MODIFY THE PRODUCT, OR ANY OTHER CAUSE BEYOND THE RANGE OF THE INTENDED USE, OR BY ACCIDENT, FIRE, LIGHTNING, POWER CUTS OR OUTAGES, OTHER HAZARDS, OR ACTS OF GOD.

#### 7. LIMITATION OF LIABILITY.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL POLYCOM OR ITS SUPPLIERS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING. WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, OR ANY OTHER PECUNIARY LOSS) ARISING OUT OF THE USE OR INABILITY TO USE THE SOFTWARE PRODUCT OR THE PROVISION OF OR FAILURE TO PROVIDE SUPPORT SERVICES, EVEN IF POLYCOM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN ANY CASE, POLYCOM'S ENTIRE LIABILITY SHALL BE LIMITED TO THE GREATER OF THE AMOUNT ACTUALLY PAID BY YOU FOR THE SOFTWARE PRODUCT OR U.S. \$5.00; PROVIDED, HOWEVER, IF YOU HAVE ENTERED INTO A POLYCOM SUPPORT SERVICES AGREEMNT, POLYCOM'S ENTIRE LIABILITY REGARDING SUPPORT SERVICES SHALL BE GOVERNED BY THE TERMS OF THAT AGREEMENT.

#### 8. DISCLAIMER.

Some countries, states, or provinces do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages for certain products supplied to consumers, or the limitation of liability for personal injury, so the above limitations and exclusions may be limited in their application to you When the implied warranties are not allowed to be excluded in their entirety, they will be limited to the duration of the applicable written warranty. This warranty gives you specific legal rights which may vary defending on local law.

#### 9. EXPORT CONTROLS.

The Software Product may not be downloaded or otherwise exported or re-exported (i) into (or to a national or resident of) Cuba, North Korea, Iran, Syria, Sudan, or any other country to which the U.S. has embargoed goods; or (ii) to anyone on the U.S Treasury Department's List of Specially Designated Nationals or the U.S. Commerce Department's Table of Denial Orders. By downloading or using this Software Product, you are agreeing to the foregoing and you are representing and warranting that you are

not located in, under the control of, or a national or resident of any such country or on any such list. If you obtained this Software Product outside of the United States, you are also agreeing that you will not export or re-export it in violation of the laws of the country in which it was obtained.

#### 10. MISCELLANEOUS.

- **10.1 Governing Law.** This Agreement shall be governed by the laws of the State of California, as such laws are applied to agreements entered into and to be performed entirely within California between California residents, and by the laws of the United States. The United Nations Convention on Contracts for the International Sale of Goods (1980) is hereby excluded in its entirety from application to this Agreement.
- **10.2 General.** This Agreement represents the complete agreement concerning this license and may amended only by a writing executed by both parties. If any provision of this Agreement is held to be unenforceable, such provision shall be reformed only to the extent necessary to make it enforceable.
- **10.3 Contact.** If you have any questions concerning this Agreement, or if you desire to contact Polycom for any reason, please contact the Polycom office serving your country.
- 10.4 U.S. Government Restricted Rights. The software and documentation provided by Polycom pursuant to this Agreement are "Commercial Items," as the term is defined at 48 C.F.R. §2.101, consisting of "Commercial Computer Software" and "Commercial Computer Software Documentation," as such terms are used in 48 C.F.R. §12.212 or 48 C.F.R. §227.7202, as applicable. Consistent with 48 C.F.R. §12.212 or 48 C.F.R. §8227.7202-1 through 227.7202-4, as applicable, the Commercial Computer Software and Commercial Computer Software Documentation are licensed to United States Government end users (1) only as Commercial Items and (2) with only those rights as are granted to all other users pursuant to the terms of this Agreement.

#### www.polycom.com

Corporate Headquarters: 4750 Willow Road, Pleasanton, CA 94588,

USA

Phone: 925.924.6000

**Israel Office:** 94 Derech Em Hamoshavot P.O.B. 3654,

Petach-Tikva 49130, Israel Phone: +972 3 925 1444 Fax: +972 3 921 1571

Netherlands Office: Tarnspolis Park, Siriusdreef 41, 2132 Wt

Hoofddorp Netherlands Phone: 31-0-230-2600