Polycom VVX501

Support:

Phone Guides & Online Training
hawaiiantel.com/VoiceSupport

Customer Support
643-8647

Web Portal
https://bvoip.hawaiiantel.com

Message Waiting Indicator

Color Touch Screen Display

Home
Headphones

Speaker

Mute

Hook switch

Dial Pad

Volume Keys

Hands-Free Mic

Dialing out:

Touch Screen Display Views			
Home	**Lines**	**Active**	**Calls**

• Accessed by pressing the Home button
• Displays phone extension at top left
• Make new calls, access Voicemail, Directories, etc.
	• Default Display
	• Displays phone lines and up to 5 soft keys
	• Tap Email icon to access Voicemail
		• Displayed when you're on an active call
		• Displays name & number of calling party
		• Can Hold, Transfer, Conference, Do Not Disturb, Call Park
			• Displayed if you have multiple active calls or calls on-hold
			• Color coded call status:
			  Dark Green - Active (Bright when highlighted)
			  Dark Blue - Incoming/Held (Bright when highlighted)

Internal Calls
4 digit number
Ex. 5555

On Island Calls
7 digit number
Ex. 555-1212

Neighbor Island Calls
7 digit number (no area code)
Ex. 555-1212

Mainland Calls
10 digit number
Ex. (555)555-1212

International Call
011+country code+city code+number
Ex. 011+19+66+number

Toll Free Calls
1+10 digit number
Ex. 1+(800)555-1212

How to Make and Answer Calls
Making Calls
1. Pick-up the handset.
2. Dial a number and tap:

Or:

1. Dial number with handset on cradle.
   Then either:
   Pick up handset;
   Tap dial button; or
   Press Speaker phone button.

Answering Calls
1. Pick-up the handset, press the Speaker button, or tap: **Answer**

How to Call Forward
Enabling
1. From the Lines View, tap **Forward.**
2. Select the forwarding type (**Always, No Answer,** or **Busy**) and enter the forwarding number.
3. Tap **Enable** soft key – if selecting Always, you'll see:

Disabling
4. Tap **Forward.**
5. Select the type of forwarding you wish to disable.
6. Tap **Disable.**

How to Set Do Not Disturb (DND)
1. From the Lines View, tap **More,** then **DND.**
2. If you have more than 1 line, select the line you wish to enable DND on, then tap the **Enable** soft key.
3. To disable, repeat steps 1 and 2 (multiple lines: select **Disable**).

How to Transfer a Call
Consultative Transfer (With Announcement)
1. On an active call, tap **Transfer** (the caller will be placed on hold).
2. When you hear the dial tone, dial the number of the party you wish to transfer the call to and tap:
3. When the party answers, announce the call and tap **Transfer** again to complete the transfer.

Blind Transfer (Without Announcement)
1. On an active call, tap **Transfer** (the caller will be placed on hold).
2. When you hear the dial tone, tap **Blind**, **BLIND** dial the number of the party to transfer the call to (you can also choose a call from the list) and tap: The call is transferred.

Note: Once the "BLIND" option is tapped, it changes to "Consu…" to allow the option of switching back to a consultative transfer.

How to Transfer a Call Directly to Voicemail
1. While on an active call, tap the **Trans** soft key.
   (the caller will be automatically placed on hold)
2. Dial ***55**, then press the green **Dial** button.
   (You will hear an announcement play, "To transfer your call to your mailbox, press the # key or hang up. To transfer your call to another mailbox, enter the mailbox ID now, followed by the # key. To cancel, press the * key."
3. Enter the mailbox ID that your wish to transfer the call to, followed by the # key.
4. After pressing the # key, the transfer will be complete

How to set up a 3-Way Conference
From the Lines, Calls, or Active Calls View
1. While on an active call, tap **Confrnc.** **Confrnc** (the active call will be placed on hold)
2. When you hear the dial tone, enter the number of the party you wish to have a conference with and tap:
3. After the party answers, tap **Confrnc** again.
   All parties will be part of the active conference.

To split and Re-Join Calls
1. On an active conference, tap the **Split** soft key.
   (both active calls will be placed on hold)
2. Highlight/tap one of the held calls.
3. Then tap **Resume** to speak with only that party **Resume**
4. From the Active Calls View, tap the "other" held call. Tap **More,** then **More** to locate the Join **Join**

Accessing Placed, Missed and Received Calls
From Lines View
Tap the icon ,

Icons displayed next to the call indicate:

 Missed Call

 Received Call

 Placed Call

How to Access Voicemail Mail icon displays the number of messages in inbox
From Lines View
1. Tap **Messages,** then tap **Message Center.**
2. Tap **Connect.** If you have multiple lines, highlight/tap the line, then tap **Connect.**
3. Enter your voicemail passcode (default is _____).
   If you're accessing your Voicemail for the first time, please refer to the "How to Set up and Manage Your Voicemail guide".