Polycom IP450

Support:

Phone Guides & Online Training
hawaiiantel.com/VoiceSupport

Customer Support
643-8647

Web Portal
https://bvoip.hawaiiantel.com

Number	Feature	Function
1	MWI	Message Waiting Indicator (MWI) blinks red when a voicemail is received
2	Line Indicators	Solid green: Active Call Fast flashing green: Incoming call Flashing green: Call is held by the other party Flashing red: The call is on hold Solid red: The line is busy
3	Line Keys	Up to three lines or speed dials can be programmed
4	Navigation Pad	Use arrows to move between options on the display. Use the "✓" button to select a menu option. Use the "X" mark to delete a menu setting
5	Feature Buttons	**Menu:** Access features such as Do Not Disturb and call forwarding **Messages:** Access your voicemail **Redial:** Calls the last number dialed from your phone
6	Mute Button	Disables the microphone on an active call
7	Hands Free Mic	Automatically enabled when using hands-free mode
8	Volume Keys	Adjusts the volume of the handset, headset, speaker and ringer
9	Dial Pad	Used to dial phone numbers, enter alphabetical text and special characters
10	Other Buttons	**Hold:** Holds an active call, or resumes a held call **Handset:** Allows you to place and receive calls through an optionally connected headset **Speaker:** Used to make and receive hands-free calls
11	Soft Keys	Labeled directly above the Graphic Display. They'll display different labels depending on the menu option chosen.
12	Graphic Display	Displays information about calls, soft keys, time, date, caller display information and icons
13	Hook switch	Activates dialing or deactivates a call when using the handset (located under the handset)

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DIALING OUT:

Internal Calls
    4 digit number
    Ex: 5555

On Island calls
    7 digit number
    Ex: 555-1212

Neighbor Island Calls
    7 digit number
    Ex: 555-1212

Mainland Calls
    10 digit number (area code + number)
    Ex: (555) 555-1212

Toll-free Calls
    1 + 10 digit number (1 + area code + number)
    Ex: 1 + (800) 555-1212

International Calls
    011 + country code + city code + number
    Ex: 011 + 19 + 66 + local number

How to Place a Call
Using the Handset
1. Pick-up the handset.
2. Dial a number.
   Or:
1. Dial number with handset on cradle.
   Then either:
   Pick up handset;
   Tap dial soft key; or
   Press speakerphone button

How to Call Forward
1. Press the **Forward** soft key.
2. Using the Navigation Pad, select forwarding type (**Always, No Answer, and Busy**) and enter the forwarding number.
3. Press the **Enable** soft key, if selecting **Always**, you'll see:

How to Set Do Not Disturb (DND)
To enable:
Lift handset and dial *78.
(*You will hear an announcement that your Do Not Disturb has been activated*)

To disable:
Lift handset and dial *79.
(*You will hear an announcement that your Do Not Disturb has been deactivated*)

How to Transfer a Call
Consultative Transfer (With Announcement)
1. While on an active call, press the **Transfer** soft key (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.
3. When the party answers, announce the call and press the **Transfer** soft key to transfer the original caller.

Blind Transfer (Without Announcement)
1. While on an active call, press the **Transfer** soft key (the caller will be placed on hold)
2. When you hear the dial tone, press the **Blind** soft key and dial the destination number of the party you wish to transfer the call to. The call is transferred.

How to Transfer a Call Directly to Voicemail
1. While on an active call, press the **Transfer** soft key.
2. Dial *55, then press the **Dial** soft key.
   *(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 you wish to transfer the call to, followed by the # key.
4. After pressing #, the transfer will be complete.

How to set up a 3-Way Conference
1. While on an active call, press the **Conference** soft key. (the caller 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.
3. After the party answers, press the **Conference** soft key again.
   All parties will be part of the active conference.

To Split and Re-join a Conference
1. Press the **Split** soft key. *(This will place both active callers on hold.)*
2. Using the **up/down** arrows, choose one of the held callers.
3. Press the **Resume** soft key to speak with only that party.
4. To resume the conference, press **More,** then the **Join** soft key.

Accessing Speed Dial, Placed, Missed and Received Calls
1. Using the Navigation Pad, select one of the direction keys to display any of the call lists as follows:

   a. Up Arrow: **Speed Dial**
   b. Right Arrow: **Placed Calls**
   c. Down Arrow: **Missed Calls**
   d. Left Arrow: **Received Calls**

2. Scroll through any of the call lists and press the **Dial** soft key to make a call.

How to Access Voicemail
Using the Messaging Button
1. To access your voicemail, press the **Messages** button.
2. Press the **Connect** soft key.
3. Enter your voicemail passcode (default is _____)
   If you're accessing your Voicemail for the first time or have multiple lines, please refer to the "How to Set up and Manage Your Voicemail" guide.

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