# Polycom VVX350

# **Support:**

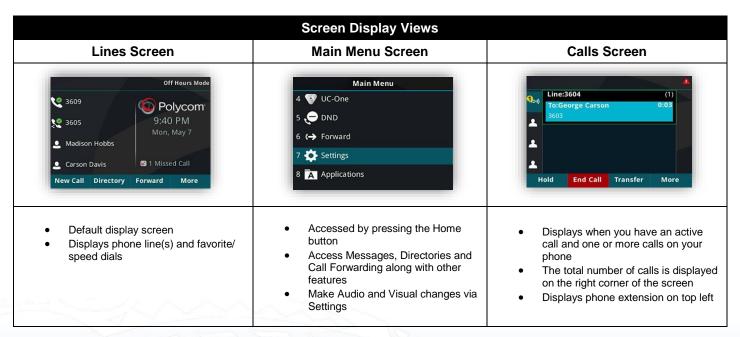
Phone Guides & Online Training hawaiiantel.com/VoiceSupport

**Customer Support** 643-8647

**Web Portal** 

https://bvoip.hawaiiantel.com







#### **Dialing Out:**

#### Internal Calls

4 digit number Ex: 5555

#### On Island & Neighbor Island Calls

7 digit number

Ex: 555-1212

#### Mainland Calls

10 digit number (area code + number)

Ex: (555) 555-1212

#### Toll-free Calls

10 digit number (area code + number)

Ex: (800) 555-1212

#### International Calls

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

#### Placing a Call

#### Using the handset:

- 1. Pick-up the handset.
- Enter the number then wait for the call to be connected or press the **Send** soft key.

#### Using the speakerphone:

- 1. With the handset on-hook, press
- Enter the number then wait for the call to be connected or press the Send soft key.

# Using the headset:

With the headset connected, press headset mode.



to activate the

# **Ending a Call**

# Using the handset:

1. Hang up the handset or tap End Call.

# Using the speakerphone:

Press or tap End Call.

# Using the headset:

1. Tap End Call.

#### Answering a Call

#### Using the handset:

1. Pick up the handset.

#### Using the speakerphone:

1. Press the

## Using the headset:

Press the 

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# Call Forwarding

#### Enabling:

- 1. Press the More soft key.
- 2. Next press the Forward soft key.
- If you have more than one line, select the line to enable Call Forwarding on.
- Choose your call forwarding type. Press 1 for Always, 2 for No Answer or 3 for Busy.
- 5. Enter the destination number where calls will be forwarded.
- 6. Press the **Enable** soft key.

# Disabling:

 Follow the same steps as above but press the **Disable** soft key.

#### How to Transfer a Call

#### Consultative Transfer (With Announcement)

- On an active call, press the Transfer button or tap
   Transfer on the screen (the caller will be placed on hold).
- When you hear dial tone, dial the contact number you want to transfer the call to (you can also select a contact form the directory).
- 3. When the party answers, announce the call and press the **Transfer** button or tap Transfer on the screen.

**Note:** When the call is transferred, Caller ID will show the party who transferred the call rather than the original caller ID.

#### Blind Transfer (Without Announcement)

- On an active call press the Transfer button or tap Transfer on the screen (the caller will be placed on hold).
- 2. When you hear dial tone, press the **Blind** soft key.
- Next, dial the contact number you want to transfer the call to (you can also select a contact from the directory).

**Note:** The inbound Caller ID will appear on the phone where the call was transferred to.

# How to Transfer a call directly to Voicemail

- On an active call, press the Transfer button or tap Transfer on the screen.
- When you hear dial tone dial \*55 and wait for the announcement to play.
- The announcement will say "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".
- Enter the mailbox ID that you wish to transfer the call to followed by the # key.
- The transfer is complete.

# How to Set Up a 3-Way Conference

#### Creating a Conference

- On an active call press the More soft key, then Confrnc soft key (the caller will be placed on hold).
- When you hear the dial tone, dial the number of the party you wish to have a coference with (you can also select a contact from the directory).
- After the party answers, press More then Confrnc and the conference call will be connected.

#### **How to Access Voicemail**

- To access your voicemail box press the Voicemail icon
- 2. Press the Connect soft key.
- 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.

# How to Set Do Not Disturb (DND)

**Enabling:** Press **More** then **DND**. The DND icon will appear .

Disabling: Press More then DND. The icon will disappear.

