



Polycom IP331

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 Keys	Up to 2 lines or speed dials can be programmed
3	Navigation Pad	Use arrows to move between options on the display. Use the “✓” button to select a menu option
4	Hold Button	Holds an active call, or resumes a held call
5	Headset Button	Allows you to receive and make calls using an optional headset
6	Speaker Button	Used to make and receive hands-free calls
7	Dial Pad	Used to dial phone numbers, enter alphabetical text and special characters
8	Hands Free Mic	Automatically enabled when using hands-free mode
9	Volume Keys	Adjusts the volume of the handset, headset, speaker and ringer
10	Mute Button	Disables the microphone on an active call
11	Feature Buttons	Dial -Dials phone number or view placed call list. Menu -Access features such as Do Not Disturb and call forwarding
12	3 Soft Keys	Labeled directly above in the Graphic Display. They’ll display different labels depending on the menu option chosen.
13	Hookswitch	Activates dialing or deactivates a call when using the handset (located under the handset)
14	Graphic Display	Displays information about calls, soft keys, time, date, caller display information and icons

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 button; or
Press speakerphone button.

How to Call Forward

Call Forward - Always

Enable

1. Lift handset and dial *72.
2. Dial the forwarding number then press #.

Disable

1. Lift handset and dial *73.

Call Forward - No Answer

Enable

1. Lift handset and dial *92.
2. Dial the forwarding number then press #.

Disable

1. Lift handset and dial *93.

Call Forward - Busy

Enable

1. Lift handset and dial *90.
2. Dial the forwarding number then press #.

Disable

3. Lift handset and dial *91.

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 **Trans** 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 **Trans** soft key to transfer the original caller.

Blind Transfer (Without Announcement)

1. While on an active call, press the **Trans** 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 will be transferred.

How to Set Up a 3-Way Conference

Creating a Conference

1. While on an active call, press the **Conf** 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 **Conf** 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, select the user that is currently on hold using the **up/down** arrow, then press the **Join** soft key.

How to Record a Call (Optional Feature)

How to Start Recording

1. While on an active call, press the **Trans** soft key. (the caller will be automatically placed on hold)
2. Dial *44, then press the **Dial** button. (You will hear a confirmation that recording has been activated.)
3. Press the **Resume** soft key to resume the active call which is now being recorded.

How to Pause/Resume Recording

1. While on an active recorded call, press the **Trans** soft key. (the caller will be automatically placed on hold)
2. Dial *48, then press the **Dial** button. (You will hear a confirmation that recording has been paused.)
3. Press the **Resume** soft key to resume active call with recording paused.
4. To resume recording, press the **Trans** soft key.
5. Dial *49, then press the **Dial** button. (You will hear a confirmation that recording has been resumed.)
6. Press the **Resume** soft key to resume the active call with recording.

How to Stop Recording

1. While on an active recorded call, press the **Trans** soft key. (the caller will be automatically placed on hold)
2. Dial *45, then press the **Dial** button. (You will hear a confirmation that recording has been stopped.)
3. Press the **Resume** soft key to resume the active call without recording. (If the active recorded call is ended by the caller or host, the recording will stop as well.)

How to Access Voicemail

1. To access your voicemail dial your 4-digit extension number.
2. 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.

