



## Polycom IP450

### Support:

**Phone Guides & Online Training**  
[hawaiiantel.com/VoiceSupport](http://hawaiiantel.com/VoiceSupport)

**Customer Support**  
 643-8647

**Web Portal**  
<https://bvoip.hawaiiantel.com>



Number	Feature	Function
1	<b>MWI</b>	Message Waiting Indicator (MWI) blinks red when a voicemail is received
2	<b>Line Indicators</b>	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	<b>Line Keys</b>	Up to three lines or speed dials can be programmed
4	<b>Navigation Pad</b>	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	<b>Feature Buttons</b>	<b>Menu:</b> Access features such as Do Not Disturb and call forwarding <b>Messages:</b> Access your voicemail <b>Redial:</b> Calls the last number dialed from your phone
6	<b>Mute Button</b>	Disables the microphone on an active call
7	<b>Hands Free Mic</b>	Automatically enabled when using hands-free mode
8	<b>Volume Keys</b>	Adjusts the volume of the handset, headset, speaker and ringer
9	<b>Dial Pad</b>	Used to dial phone numbers, enter alphabetical text and special characters
10	<b>Other Buttons</b>	<b>Hold:</b> Holds an active call, or resumes a held call <b>Handset:</b> Allows you to place and receive calls through an optionally connected headset <b>Speaker:</b> Used to make and receive hands-free calls
11	<b>Soft Keys</b>	Labeled directly above the Graphic Display. They'll display different labels depending on the menu option chosen.
12	<b>Graphic Display</b>	Displays information about calls, soft keys, time, date, caller display information and icons
13	<b>Hookswitch</b>	Activates dialing or deactivates a call when using the handset (located under the handset)

## 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, 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 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 Record a Call (Optional Feature)

### How to Start Recording

1. While on an active call, press the **Hold** soft key.
2. Dial \*44, then press the **Dial** soft key.  
*(You will hear a confirmation that recording has 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 **Hold** soft key.
2. Dial \*48, then press the **Dial** soft key.  
*(You will hear a confirmation that recording has been paused)*
3. Press the **Resume** soft key to resume the active call with recording paused.
4. When you are ready to resume recording, press the **Hold** soft key.
5. Dial \*49, then press the **Dial** soft key.  
*(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 **Hold** button.
2. Dial \*45, then press the **Dial** soft key.  
*(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

### 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.