



Polycom VVX500

Support:

Phone Guides & Online Training
hawaiiantel.com/VoiceSupport

Customer Support
 643-8647

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



Touch Screen Display Views			
Home	Lines	Active	Calls
<ul style="list-style-type: none"> • Accessed by pressing the Home button • Displays phone extension at top left • Make new calls, access Voicemail, Directories, etc. 	<ul style="list-style-type: none"> • Default Display • Displays phone lines and up to 5 soft keys • Tap Email icon to access Voicemail 	<ul style="list-style-type: none"> • Displayed when you're on an active call • Displays name & number of calling party • Can Hold, Transfer, Conference, Do Not Disturb, Call Park 	<ul style="list-style-type: none"> • 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)

Dialing out:

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: 

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**, , 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.

How to Set up a 3-Way Conference

From the Lines, Calls, or Active Calls View

1. While on an active call, tap **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 
4. From the Active Calls View, tap the "other" held call. Tap **More**, then **More** to locate the 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 Record a Call (Optional Feature)


How to Start Recording

1. On an active call, tap **Hold**.
2. Dial ***44** and tap: 
(You will hear an announcement that recording has been activated.)
3. Tap **Resume** to continue with the active call which is now being recorded.

How to Pause/Resume Recording

1. On an active recorded call, tap **Hold**.
2. Dial ***48** and tap: 
(You will hear an announcement that recording has been paused)
3. Tap **Resume** to continue with the active call.
4. When you are ready to Resume recording, tap **Hold**.
5. Dial ***49** and tap: 
(You will hear an announcement that recording has resumed)
6. Tap **Resume** to continue with active recorded call.

How to Stop Recording

1. On an active recorded call, tap **Hold**.
2. Dial ***45** and tap: 
(You will hear an announcement that recording has stopped)
3. Tap **Resume** to continue with the active call.

(If the active recorded call is ended by the caller or host, the recording will stop as well.)

How to Access Voicemail

From Lines View



Mail icon displays the number of messages in inbox

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 passcord (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".