

Polycom E220



Support:

Phone Guides & Online Training
hawaiiintel.com/VoiceSupport

Customer Support
808-643-8647

Web Portal
<https://portal.bvoip.hawaiiintel.com>

Number	Feature	Function
1	Status Bar & MWI	Blinks green on incoming call. Message Waiting Indicator (MWI) blinks red when a voicemail is received.
2	Line Keys	4 buttons, supports up to 16 lines or speed dials per programming.
3	4 Soft Keys	Labeled directly above in the Graphic Display. They'll display different labels depending on the menu option chosen.
4	Navigation Pad	Use arrows to move between options on the display. Use the middle button to select a menu option
5	Home Menu Button	Access to additional phone options and features.
6	Headset Button	Allows you to receive and make calls using an optional headset
7	Speaker Button	Used to make and receive hands-free calls
8	Mute Button	Disables the microphone on an active call
9	Hands Free Mic	Automatically enabled when using hands-free mode
10	Feature Button	HOLD key
11	Feature Button	TRANSFER key
12	Volume Keys	Adjusts the volume of the handset, headset, speaker and ringer
13	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, Neighbor Island Calls

10 digit number
Ex: 808-555-1212

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.

Using the Speakphone

1. Dial number with handset on cradle and press Dial.
2. You can pick up the handset for a private conversation.

How to Call Forward

Call Forward - Always, No Answer or Busy Enable

1. From your home screen, press the **Forward** soft key
2. Select the call forwarding type. 1 for Always, 2 for No Answer, 3 for Busy.
3. Enter the destination number for forwarding.
4. Press the Enable soft key.

Disable

1. From your home screen, press the **Forward** soft key
2. Select the call forwarding type.
3. Press the Disable soft key.

How to Set Do Not Disturb (DND)

To enable and disable:

1. Press the More key to see DND soft key.
2. Press the DND soft key.

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. Hearing dial tone, dial the number of that party you are to transfer to.
3. When the party answers, announce the call and press the **Transfer** soft key, completing the transfer of 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 Transfer** soft key and dial the destination number of the party you wish to transfer the call to. The call will be transferred.
3. If you missed the Blind Transfer soft key, you can press **Complete Transfer** soft key while still ringing.

Note: A consultative transfer will display the Caller ID of the phone that transferred the call. A blind transfer will display the Caller ID of the original caller.

How to Transfer a Call Directly to Voicemail

1. While on an active call, press the **Transfer** soft key. (the caller will be automatically placed on hold)
2. Dial ***55**. (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/extension that you wish to transfer the call to, followed by the # key.
4. After pressing the # key, the transfer will be complete

How to Set Up a 3-Way Conference

Creating a Conference

1. While on an active call, press the **More** key.
2. Press the **Confrnc** soft key. (the caller will be placed on hold)
3. When you hear the dial tone, enter the number of the party you wish to have a conference with.
4. After the party answers, press the **Confrnc** soft key again. All parties will be part of the active conference.

To Split and Re-join a Conference

1. Press the **More** soft key, select the **Split** soft key. (This will place both active callers on hold as individual calls.)
2. Using the **Navigation** pad, choose one of the held callers.
3. Press the **Resume** soft key to speak with only that party.
4. To resume the conference, press the More soft key, then select **Join** soft key.

To Manage a Conference

1. Press the **Manage** soft key.
2. **Navigate** between the two parties. You can use **Far Mute**, **Hold** or **Remove**.

How to Access Placed/Missed/Received Call List

1. In the main screen, press the **More** soft key.
2. Press **Recent Calls** soft key. Use the **Navigation** pad, to highlight the call you would like to view.
3. You can **Dial**, get **Info**, or **Filter** for different types of calls – Missed, Received and Placed.
4. Press **More** to **Clear** or **Sort**.

How to Access Voicemail

1. To access your voicemail, press the **Home** key.
2. **Navigate** to Messages, push middle of Navigation to select.
3. Press **Select** or middle of Navigation pad to select.
4. Press **Connect** soft key.
5. Enter your voicemail passcode + # to proceed to the voicemail options.

If you are accessing your Voicemail for the first time or have multiple lines, please refer to the "How to Set up and Manage Your Voicemail" guide.