

Polycom VVX350

Support:

Phone Guides & Online Training
hawaiiintel.com/VoiceSupport

Customer Support
 643-8647

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



Screen Display Views		
Lines Screen	Main Menu Screen	Calls Screen
<ul style="list-style-type: none"> • Default display screen • Displays phone line(s) and favorite/speed dials 	<ul style="list-style-type: none"> • Accessed by pressing the Home button • Access Messages, Directories and Call Forwarding along with other features • Make Audio and Visual changes via Settings 	<ul style="list-style-type: none"> • Displays when you have an active call and one or more calls on your phone • The total number of calls is displayed on the right corner of the screen • Displays phone extension on top left

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.
2. 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 .
2. Enter the number then wait for the call to be connected or press the **Send** soft key.

Using the headset:

1. With the headset connected, press  to activate the headset mode.

Ending a Call

Using the handset:

1. Hang up the handset or tap **End Call**.

Using the speakerphone:

1. 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:

1. Press the .

Call Forwarding

Enabling:



1. Press the **More** soft key.
2. Next press the **Forward** soft key.
3. If you have more than one line, select the line to enable **Call Forwarding** on.
4. 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:

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


How to Transfer a Call

Consultative Transfer (With Announcement)

1. 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, dial the contact number you want to transfer the call to (you can also select a contact from 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)

1. 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.
3. 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


1. On an active call, press the **Transfer** button  or tap **Transfer** on the screen.
2. When you hear dial tone dial *55 and wait for the announcement to play.
3. 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".
4. Enter the mailbox ID that you wish to transfer the call to followed by the # key.
5. The transfer is complete.

How to Set Up a 3-Way Conference


Creating a Conference

1. On an active call press the **More** soft key, then **Confnc** 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 have a conference with (you can also select a contact from the directory).
3. After the party answers, press **More** then **Confnc** and the conference call will be connected.

How to Access Voicemail

1. To access your voicemail box press the Voicemail icon .
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.

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.