



Polycom IP560

Support:

Phone Guides & Online Training
hawaiiantel.com/VoiceSupport

Customer Support
 643-8647

Web Portal
bvoip.hawaiiantel.com



Number	Feature	Function
1	MWI	Message Waiting Indicator (MWI) blinks red when a voicemail is received
2	Navigation Pad	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.
3	Feature Buttons	Menu: Access features such as Do Not Disturb and call forwarding Messages: Access your Voicemail Do Not Disturb: Prevents the line from ringing and sends calls to Voicemail if activated Directories: Access to local call lists and contacts Conference: Set up conference calls Transfer: Call transfer functions- blind or consultative Redial: Calls the last number dialed from your phone
4	Mute Button	Disables the microphone on an active 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	Hands Free Mic	Automatically enabled when using hands-free mode
8	Volume Keys	Adjusts the volume of the handset, headset, speaker and ringer
9	Dial Pad	Used to dial phone numbers, enter alphabetical text and special characters
10	Hold Button	Holds an active call, or resumes a held call
11	Soft Keys	Labeled directly above in the Graphic Display. They'll display different labels depending on the menu option chosen.
12	Line Keys	Up to 4 lines or speed dials can be programmed
13	Hook switch	Activates dialing or deactivates a call when using the handset (located under the handset)
14	Line Indicators	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
15	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 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)

1. Press the **Do Not Disturb** button.
2. If you have multiple lines, scroll to the Line you wish to set DND on, and press the **Select** soft key.
3. Select the **Enable** soft key. The phone displays an "x" next to the selected line key.
4. To disable, follow steps 1 and 2 and select **Disable**.

How to Transfer a Call

Consultative Transfer (With Announcement)

1. While on an active call, press the **Transfer** button or 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** button or the **Transfer** soft key to transfer the original caller.

Blind Transfer (Without Announcement)

1. While on an active call, press the **Transfer** button or 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** button or **Conf** soft key. (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.

3. After the party answers, press the **Conference** button or **Conf** 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, then the **Split** soft key. (This will place both active calls on hold.)
2. Using the **up/down** arrows, choose one of the held calls.
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:
 - Up Arrow: **Speed Dial**
 - Right Arrow: **Placed Calls**
 - Down Arrow: **Missed Calls**
 - 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 (the caller will be placed on hold)
2. Dial ***44**, then press the **Dial** soft key.
(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 **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.