

Polycom IP331

Support:

Phone Guides & Online Training

hawaiiantel.com/VoiceSupport

Customer Support

643-8647

Web Portal

<https://bvoip.hawaiiantel.com>



Number	Feature	Function
1	MWI	Message Waiting Indicator (MWI) blinks red when a voicemail is received
2	Line Keys	Up to 2 lines or speed dials can be programmed
3	Navigation Pad	Use arrows to move between options on the display. Use the "✓" button to select a menu option
4	Hold Button	Holds an active call, or resumes a held 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	Dial Pad	Used to dial phone numbers, enter alphabetical text and special characters
8	Hands Free Mic	Automatically enabled when using hands-free mode
9	Volume Keys	Adjusts the volume of the handset, headset, speaker and ringer
10	Mute Button	Disables the microphone on an active call
11	Feature Buttons	Dial -Dials phone number or view placed call list. Menu -Access features such as Do Not Disturb and call forwarding
12	3 Soft Keys	Labeled directly above in the Graphic Display. They'll display different labels depending on the menu option chosen.
13	Hookswitch	Activates dialing or deactivates a call when using the handset (located under the handset)
14	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 button; or
Press speakerphone button.

How to Call Forward

Call Forward - Always Enable

1. Lift handset and dial *72.
2. Dial the forwarding number then press #.

Disable

1. Lift handset and dial *73.

Call Forward - No Answer Enable

1. Lift handset and dial *92.
2. Dial the forwarding number then press #.

Disable

1. Lift handset and dial *93.

Call Forward - Busy Enable

1. Lift handset and dial *90.
2. Dial the forwarding number then press #.

Disable

3. Lift handset and dial *91.

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 **Trans** 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 **Trans** soft key to transfer the original caller.

Blind Transfer (Without Announcement)

1. While on an active call, press the **Trans** 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 will be transferred.

How to Transfer a Call Directly to Voicemail

1. While on an active call, press the **Trans** soft key.
(the caller will be automatically placed on hold)
2. Dial *55, then press the **Dial** button.
(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 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 **Conf** 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 **Conf** 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, select the user that is currently on hold using the **up/down** arrow, then press the **Join** soft key.

How to Access Missed/Received Call List

1. In the main screen, press the **Callers** soft key.
2. To get more information about a specific call, using the navigation pad, scroll to and highlight the call you would like to view.
3. Once the specific call is highlighted, press the right arrow on the navigation pad.
4. Press the **Info** soft key.
5. Using the navigation pad, scroll down to view the Name, Number, Date/Time stamp, and Duration of the call.

How to Access Placed Call List

1. Press the **Dial** button.
2. To get more information on a specific call, using the navigation pad, scroll to and highlight the call you would like to view.
3. Once the specific call is highlighted, press the right arrow on the navigation pad.
4. Press the **Info** soft key.
5. Using the navigation pad, scroll down to view the Name, Number, Date/Time stamp, and Duration of the call.

How to Access Voicemail

1. To access your voicemail dial your 4-digit extension number.
2. 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.