

VVX Professional

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	Graphic Display	Displays information about calls, soft keys, time, date, caller display information and icons.
3	Line Keys	Up to 6 line keys can be programmed or utilized as speed dial keys.
4	Home Key	Returns you to the home screen from any menu. Provides multiple menu options.
5	Navigation Pad	Allows you to scroll through options displayed on the screen or access your call history logs.
6	Headset Button	Allows you to place and receive calls using an optional headset.
7	Speaker Button	Used to place 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	Volume Keys	Adjusts the volume of the handset, headset, speaker and ringer.
11	Hold Button	Allows you to hold an active call or resumes a held call.
12	Messages Button	Allows you to access your voicemail box.
13	Transfer Button	Transfers an active call with either a Consultative or Blind transfer option.
14	Dial Pad	Used to dial phone numbers, enter alphabetical text and special characters. You can also use the Dial Pad to select menu items that have index numbers.
15	4 Soft Keys	Labeled directly above in the Graphic Display. They'll display different labels depending on the menu option chosen.
16	Hookswitch	Activates dialing or deactivates a call when using the handset (located under the handset).

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

10 digit number (area code + number)
Ex: (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.

Note: To backspace, press .

How to Call Forward

1. From your home screen, press the **More** soft key.
2. Press the **Forward** soft key.
3. Choose your call forwarding type. Press **1** for **Always**, **2** for **No Answer**, **3** for **Busy**.
4. Enter the destination number where calls will be forwarded to.
5. Press the **Enable** soft key, if selecting Always, you'll see:
 appear on your home screen.

How to Set Do Not Disturb (DND)

To enable:

Lift handset and dial *78.

To disable:

Lift handset and dial *79.

How to Put a Call on Hold

1. To place an active call on hold, press the **Hold** soft key or  button.
2. To resume a call, press the **Resume** soft key or press the  button.

How to Transfer a Call

Consultative Transfer (With Announcement)

1. While on an active call, press the **Transfer** soft key or the  button (the caller will be placed on hold).
2. When you hear the dial tone, dial the contact number of the party you wish to transfer the call to.
3. When the party answers, announce the call and press the **Transfer** soft key or the  button to transfer the original caller.

Note: The party who transferred the call, Caller ID will appear on the phone where the call was transferred to.

Blind Transfer (Without Announcement)

1. While on an active call, hold the **Transfer** soft key or the  button down for approximately 3 seconds (the caller will be placed on hold).
2. Press number **2**.
3. Press the **Select** soft key.
4. Dial the contact number of the party you wish to transfer the call to. The call will be transferred.

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. While on an active call, press the **Transfer** soft key or the  button.
2. 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. While on an active call, press the **More** soft key.
2. Next, 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 **More** then **Confrnc** soft key again and the conference will be active.

To Split and Re-join a Conference

1. Press the **More** soft key.
2. Next, press the **Split** soft key. This will place both active calls on hold.
3. Using the **up/down** arrows, choose one of the held callers.
4. Press the **Resume** soft key to speak with only that party.
5. To resume the conference, press the **More** soft key then **Join** soft key.

Accessing Favorites, Placed, Missed and Received Calls

1. From your home screen, use the Navigation Pad to select one of the direction keys to display any of the call lists as follows:
 - a. Up Arrow: Favorites
 - b. Right Arrow: Placed Calls
 - c. Down Arrow: Missed Calls
 - d. Left Arrow: Received Calls
2. Scroll through any of the call lists and press the **Dial** soft key to make a call to the contact appearing on the screen.

Note: To return to your home screen from your call lists, press the *left arrow* on the Navigation Pad.

How to Access Voicemail

1. To access your voicemail box, press the  icon on your phone.
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.