Poly Edge E Series Phones User Guide PVOS 8.2.1

SUMMARY

This guide helps you understand how to use your Poly Edge E Series Phone.

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1 Before You Begin

This guide contains overview information for navigating and performing tasks on Poly Edge E Series Phones.

This guide contains information for the following Poly products and accessories:

- Poly Edge E100 and E220
- Poly Edge E300 Series, including E300, E320, and E350
- Poly Edge E400 Series, including E400 and E450
- Poly Edge E500 Series, including E500 and E550
- Poly Edge E Expansion Module

Audience, purpose, and required skills

This guide is intended for beginning users, as well as intermediate and advanced users, who want to learn how to use the features available with Poly Edge E Series.

Documentation Feedback

We welcome your feedback to improve the quality of Poly documentation.

Please email Documentation Feedback if you have any queries or suggestions related to this documentation.

2 Overview of Poly Edge E Series Phones

Before you use your phone, familiarize yourself with its features and user interface.

NOTE: As you read this guide, remember that your system administrator configures certain features or your network environment may determine them. As a result, some features may not be enabled or may operate differently on your device. Additionally, the examples and graphics in this guide may not directly reflect available options or what your device screen displays.

Access and Watch Overview and Explainer Videos

You can watch videos that explain the features and functions of the Poly Edge E Series phones.

1. Go to the Poly Edge E Series support page.
2. Click on the **Support Videos** tab.

Product Overview of Poly Edge E Series Phones

Poly Edge E Series phones with Poly Voice Software (PVOS) are desktop phones with bright color displays that provide superior HD (High Definition) audio with Poly signature NoiseBlockAI and Acoustic Fence features.

Poly Edge E Series phones provide the following features:

- The surround LED lighting bar on Poly Edge E Series phones indicates various phone states such as call alerts, active call, held call, and voicemail.
- The integrated Microban protection reduces the growth of bacteria and maintains the durability and cleanliness of your phone.
- On models with embedded Wi-Fi and Bluetooth support, you can pair your mobile phone or headset and connect to the network over a Wi-Fi network.
- Because of Poly's commitment to accessibility, Edge E Series phones include new text-to-speech support and enlarged fonts in addition to the accessibility features already available on Poly phones.
- A dedicated pagination key enables you to add up to three pages to the *Home* screen. With additional pages, the Edge E Series phones can support from 8 line keys on an Edge E100 phone to 48 line keys on an Edge E500 phone.

You can add more line keys to Edge E400 Series and Edge E500 Series phones by attaching a Poly Edge E Expansion Module: one for the Edge E400 Series, and up to two for the Edge E500 Series. A single expansion module supports up to 66 additional lines.

- You can use Near-field Communication (NFC) to quickly connect an Android cellphone to your Edge E Series phone.

Poly Edge E100 and Edge E220 Features and Capabilities

This section describes the features and capabilities of Poly Edge E100 and Edge E220 phones.

Edge E100 and Edge E220 phones support the following features:

- Navigating pages on the main display using a dedicated pagination key
- New accessibility features such as text-to-speech and enlarged fonts
- Answering and managing calls on shared lines
- Managing contacts with a Favorites list
- Monitoring the status or presence of contacts with a Buddy list
- Viewing and joining scheduled calendar meetings
- Adjusting call and phone settings
- Messaging features such as voicemail, paging, and Push to Talk
- Poly Computer Audio Connector, which plays computer audio through your phone and lets you use your phone as an HD speakerphone
- Assigning functions to user-selected keys
- Updating phone software in the background
- Mounting the phone to the wall
- On models that support Bluetooth, pairing with Bluetooth-enabled devices

Poly Edge E300 Series Features and Capabilities

This section describes the features and capabilities of the Poly Edge E300 Series.

Edge E300 Series phones support the following features:

- Navigating pages on the main display using a dedicated pagination key
- New accessibility features such as text-to-speech and enlarged fonts
- Answering and managing calls on shared lines
- Managing contacts with a Favorites list
- Monitoring the status or presence of contacts with a Buddy list
- Viewing and joining scheduled calendar meetings
- Adjusting call and phone settings

- Messaging features such as voicemail, paging, and Push to Talk
- Poly Computer Audio Connector, which plays computer audio through your phone and lets you use your phone as an HD speakerphone
- Assigning functions to user-selected keys
- Updating phone software in the background
- Mounting the phone to the wall
- On models that support Bluetooth, pairing with Bluetooth-enabled devices
- On models that support Wi-Fi, connecting to wireless networks

Poly Edge E400 Series Features and Capabilities

This section describes the features and capabilities of the Poly Edge E400 Series.

Edge E400 Series phones support the following features:

- Navigating pages on the main display using a dedicated pagination key
- Monitoring BLFs on the secondary screen
- Accessing favorites on the secondary screen
- Adding line keys by attaching an optional Poly Edge E Series expansion module
- New accessibility features such as text-to-speech and enlarged fonts
- Answering and managing calls on shared lines
- Managing contacts with a Favorites list
- Monitoring the status or presence of contacts with a Buddy list
- Viewing and joining scheduled calendar meetings
- Adjusting call and phone settings
- Messaging features such as voicemail, paging, and Push to Talk
- Poly Computer Audio Connector, which plays computer audio through your phone and lets you use your phone as an HD speakerphone
- Assigning functions to user-selected keys
- Updating phone software in the background
- Mounting the phone to the wall
- On models that support Bluetooth, pairing with Bluetooth-enabled devices
- On models that support Wi-Fi, connecting to wireless networks

Poly Edge E500 Series Features and Capabilities

This section describes the features and capabilities of the Poly Edge E500 Series.

Edge E500 Series phones support the following features:

- Navigating pages on the main display using a dedicated pagination key.
- Adding line keys by attaching up to two optional Poly Edge E Series expansion modules
- New accessibility features such as text-to-speech and enlarged fonts
- Answering and managing calls on shared lines
- Managing contacts with a Favorites list
- Monitoring the status or presence of contacts with a Buddy list
- Viewing and joining scheduled calendar meetings
- Adjusting call and phone settings
- Messaging features such as voicemail, paging, and Push to Talk
- Poly Computer Audio Connector, which plays computer audio through your phone and lets you use your phone as an HD speakerphone.
- Assigning functions to user-selected keys
- Updating phone software in the background
- Mounting the phone to the wall
- On models that support Bluetooth, pairing with Bluetooth-enabled devices
- On models that support Wi-Fi, connecting to wireless networks

Poly Edge E Series Phones Hardware Overview

The following topics describe the hardware features for Poly Edge E Series phones.

Poly Edge E100 and Edge E220 Phones Hardware Overview

The following figure displays the hardware features on Poly Edge E100 and Edge E220 phones. The table lists each numbered feature shown in the figure.

Poly Edge E100 and Edge E220 phone hardware features - front

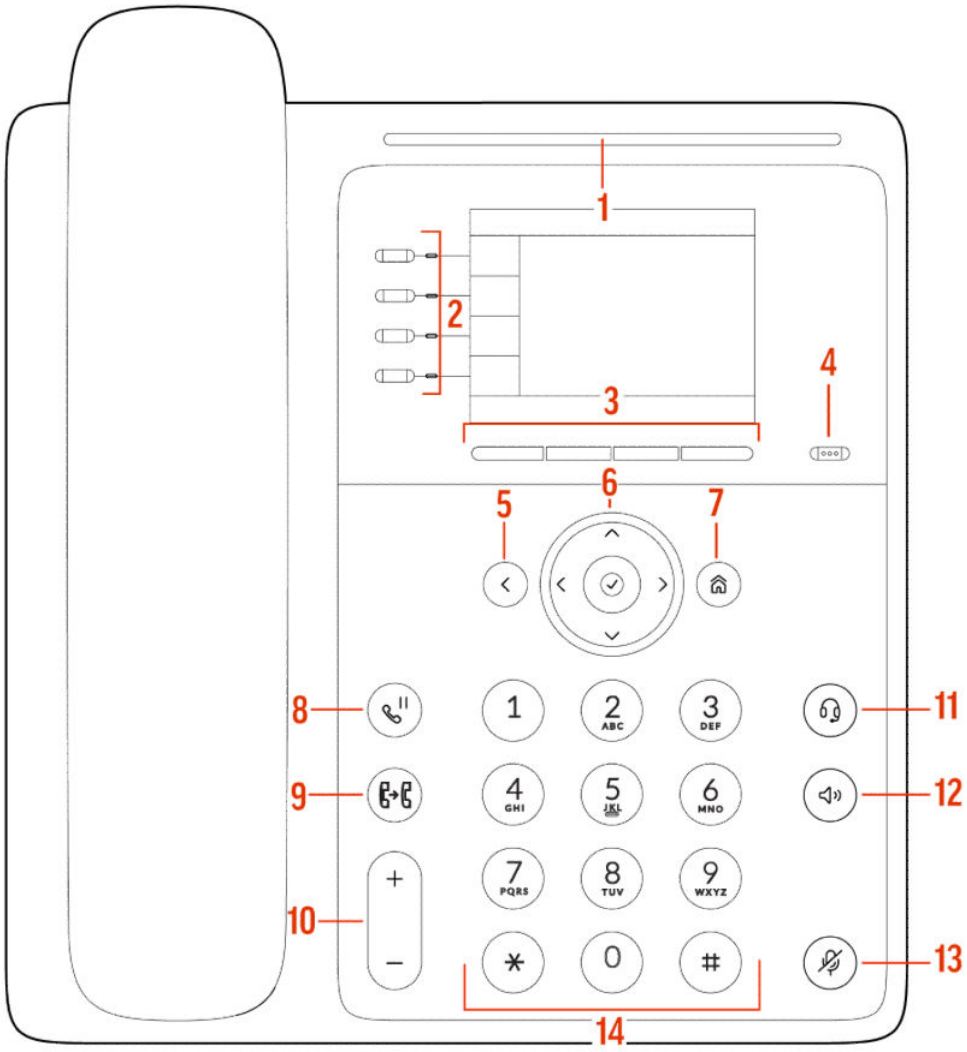


Table 2-1 Poly Edge E100 and Edge E220 Phone Hardware Feature Descriptions - Front

Reference Number	Feature	Description
1	LED bar	Provides call and phone status information.
2	Line keys	Select a phone line, view calls on a line, or quickly call a favorite contact. The Poly Edge E100 supports two keys, and the Poly Edge E220 supports four keys.
3	Softkeys	Select context-sensitive keys that display along the bottom of the screen.
4	Pagination key	View additional line screens.
5	Back key	Return to the previous screen.

Table 2-1 Poly Edge E100 and Edge E220 Phone Hardware Feature Descriptions - Front (continued)

Reference Number	Feature	Description
6	Navigation keys / Select key	Scroll through information or options displayed on the phone's screen or select a field of displayed data.
7	Home key	Display the *Home* screen from other screens or display the *Lines* and *Calls* screen from the *Home* screen.
8	Hold key	Hold an active call or resume a held call.
9	Forward/Transfer key	Forward or transfer an active call to a selected contact.
10	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
11	Headset key	Place and receive calls through a headset.
12	Speakerphone key	Provides ringer and speakerphone audio output.
13	Mute key	Mute or unmute the microphone during an active call.
14	Dialpad	Enter numbers, letters, and special characters. Use the dialpad keys to select menu items that have index numbers.

Poly Edge E100 and Edge E220 phone hardware features - back

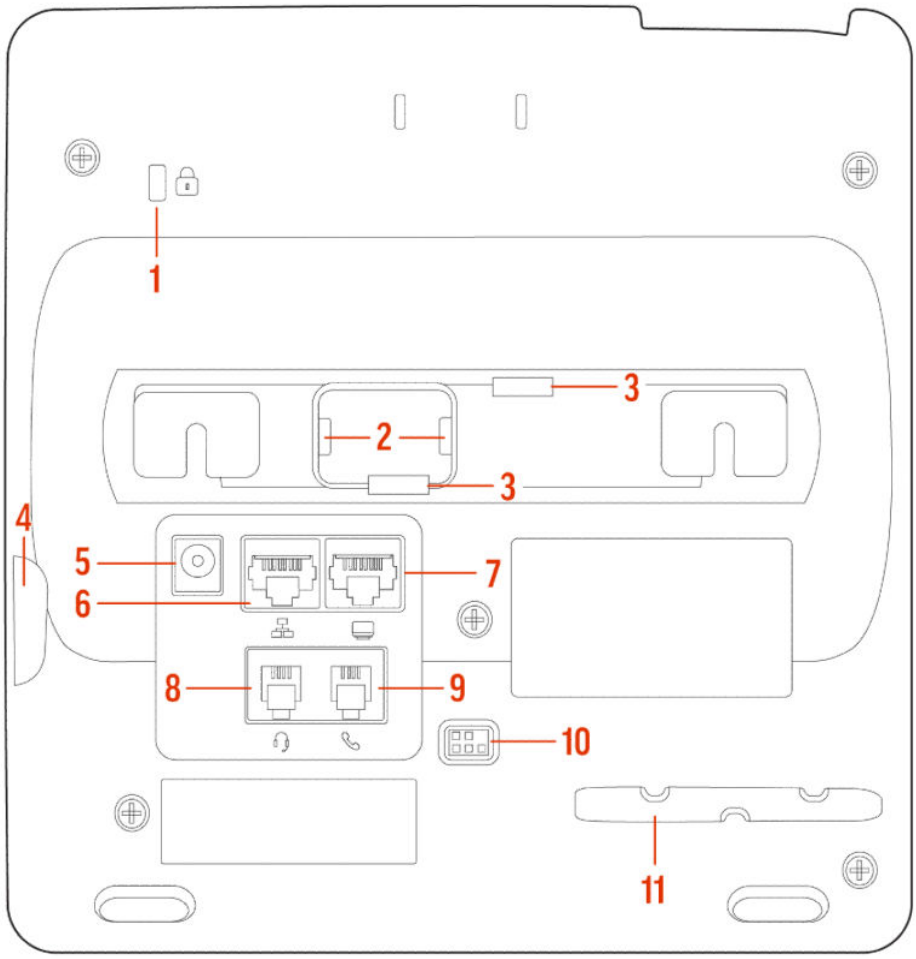


Table 2-2 Poly Edge E100 and Edge E220 Phone Hardware Feature Descriptions - Back

Reference Number	Feature	Description
1	Security slot	Attach a universal security cable lock to your phone so you can secure it to a desktop.
2	Wall mount block retaining slots	Attach the wall mount block to the phone.
3	Stand connection slots	Attach the stand to the phone. This enables the phone to sit at a 30- or 60-degree angle.
4	USB port	Attach a USB flash drive or USB headset.
5	Power port	Connect the phone to a power outlet.
6	Network port	Connect the phone to a PoE-supported Ethernet port.
7	Computer connection network port	Connect a computer through your phone for network access.

Table 2-2 Poly Edge E100 and Edge E220 Phone Hardware Feature Descriptions - Back (continued)

Reference Number	Feature	Description
8	Headset port	Connect a headset to the phone.
9	Handset port	Connect a handset to the phone.
10	Electronic Hookswitch (EHS)	Enables you to use the controls on your headset to answer and end calls.
11	Handset cable slot	Holds the handset cable away from the phone base.

Poly Edge E300 Series Phones Hardware Overview

The following figure displays the hardware features on Poly Edge E300 Series phones. The table lists each numbered feature shown in the figure.

Poly Edge E300 Series phone hardware features - front

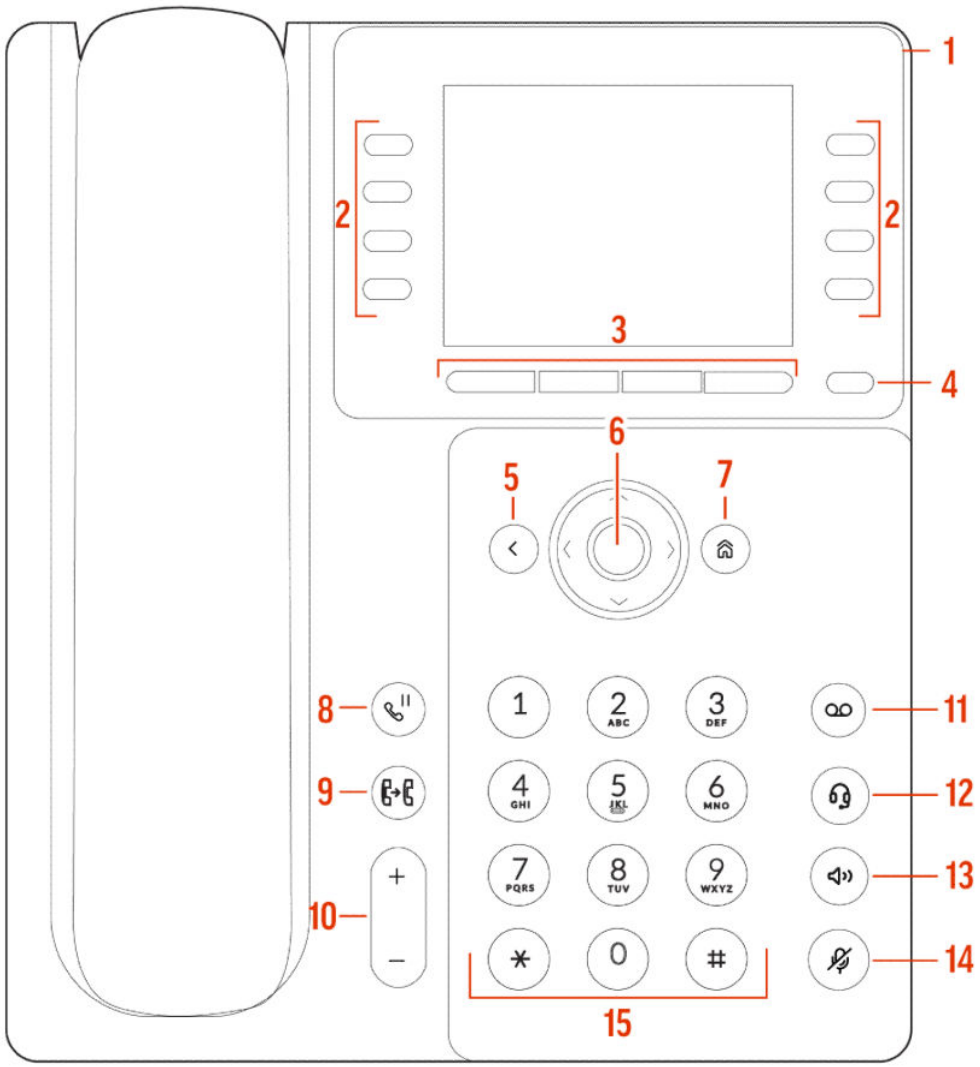


Table 2-3 Poly Edge E300 Series Phone Hardware Descriptions - Front

Reference Number	Feature	Feature Description
1	LED bar	Provides call and phone status information.
2	Line keys	Select a phone line, view calls on a line, or quickly call a favorite contact.
3	Softkeys	Select context-sensitive keys that display along the bottom of the screen.
4	Pagination key	View additional line screens.
5	Back key	Return to the previous screen.
6	Navigation keys / Select key	Scroll through information or options displayed on the phone's screen or select a field of displayed data.
7	Home key	Display the *Home* screen from other screens or display the *Lines* and *Calls* screen from the *Home* screen.
8	Hold key	Hold an active call or resume a held call.
9	Forward/Transfer key	Forward or transfer an active call to a selected contact.
10	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
11	Messages key	Access and manage instant and voice messages.
12	Headset key	Place and receive calls through a headset.
13	Speakerphone key	Provides ringer and speakerphone audio output.
14	Mute key	Mute or unmute the microphone during an active call.
15	Dialpad	Enter numbers, letters, and special characters. Use the dialpad keys to select menu items that have index numbers.

Poly Edge E300 Series phone hardware features - back

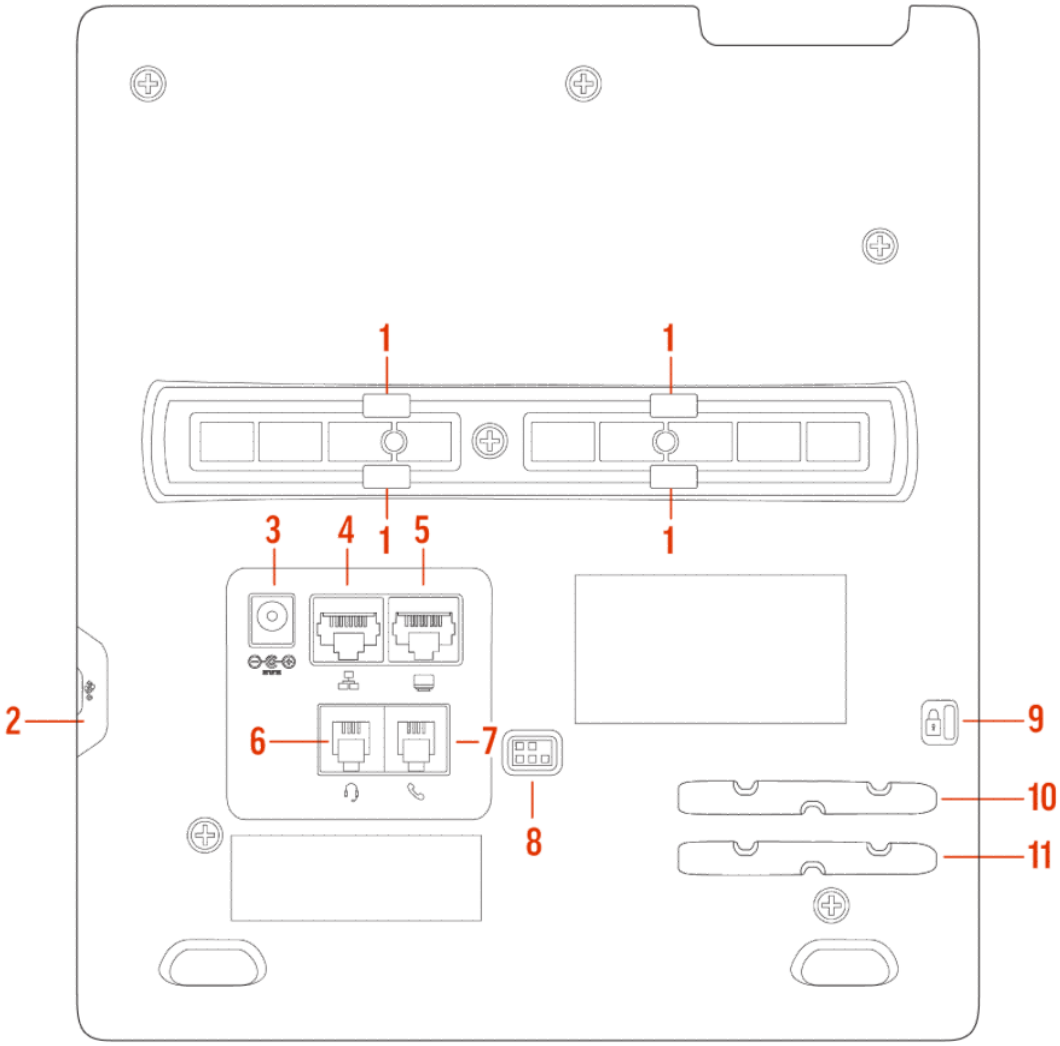


Table 2-4 Poly Edge E300 Series Phone Hardware Feature Descriptions - Back

Reference Number	Feature	Feature Description
1	Stand connection slots	Attach the stand to the phone. This enables the phone to sit at a 30- or 60-degree angle.
2	USB port	Attach a USB flash drive or USB headset.
3	Power port	Connect the phone to a power outlet.
4	Network port	Connect the phone to a PoE-supported Ethernet port.
5	Headset port	Connect a headset to the phone.
6	Computer connection network port	Connect a computer through your phone for network access.
7	Handset port	Connect a handset to the phone.

Table 2-4 Poly Edge E300 Series Phone Hardware Feature Descriptions - Back (continued)

Reference Number	Feature	Feature Description
8	Electronic Hookswitch (EHS)	Enables you to use the controls on your headset to answer and end calls.
9	Security slot	Attach a universal security cable lock to your phone so you can secure it to a desktop.
10	Handset cable slot	Holds the handset cable away from the phone base.
11	Headset cable slot	Holds the headset cable away from the phone base.

Poly Edge E400 Series Phones Hardware Overview

The following figure displays the hardware features on Poly Edge E400 Series phones. The table lists each numbered feature shown in the figure.

Poly Edge E400 Series phone hardware features - front

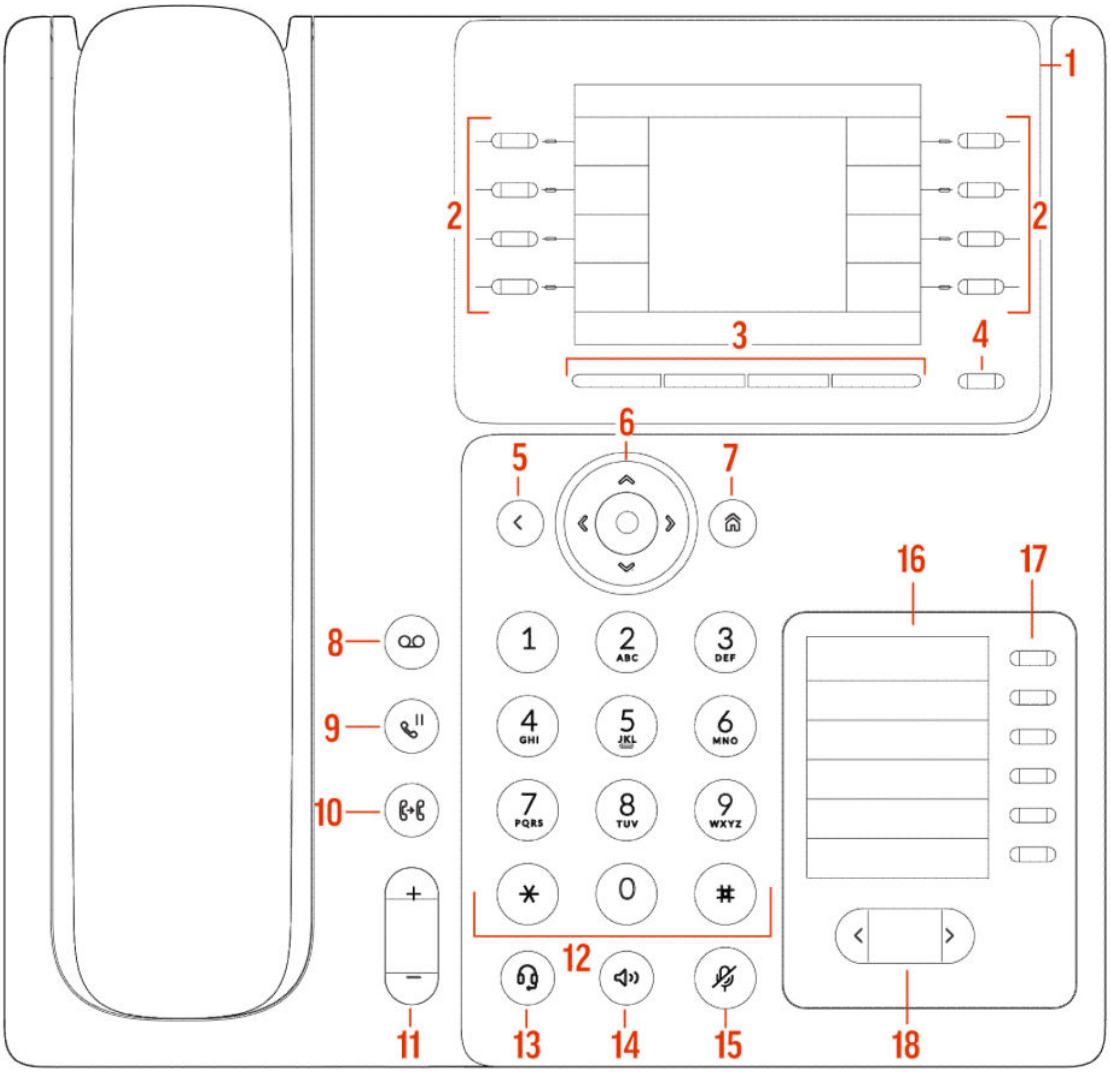


Table 2-5 Poly Edge E400 Series Phone Hardware Descriptions - Front

Reference Number	Feature	Feature Description
1	Surround lighting bar	Provides call and phone status information.
2	Line keys	Select a phone line, view calls on a line, or quickly call a favorite contact.
3	Softkeys	Select context-sensitive keys that display along the bottom of the screen.
4	Pagination key	View additional line screens.
5	Back key	Return to the previous screen.
6	Navigation keys / Select key	Scroll through information or options displayed on the phone's screen or select a field of displayed data.

Table 2-5 Poly Edge E400 Series Phone Hardware Descriptions - Front (continued)

Reference Number	Feature	Feature Description
7	Home key	Display the *Home* screen from other screens or display the *Lines* and *Calls* screen from the *Home* screen.
8	Messages key	Access and manage instant and voice messages.
9	Hold key	Hold an active call or resume a held call.
10	Forward/Transfer key	Forward or transfer an active call to a selected contact.
11	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
12	Dialpad	Enter numbers, letters, and special characters. Use the dialpad keys to select menu items that have index numbers.
13	Headset key	Place and receive calls through a headset.
14	Speakerphone key	Provides ringer and speakerphone audio output.
15	Mute key	Mute or unmute the microphone during an active call.
16	Secondary screen	Provides a lines screen in addition to the main screen.
17	Secondary screen line keys	Select a phone line, view calls on a line, or quickly call a favorite contact.
18	Secondary screen pagination keys	Navigate between pages on the secondary screen.

Poly Edge E400 Series phone hardware features - back

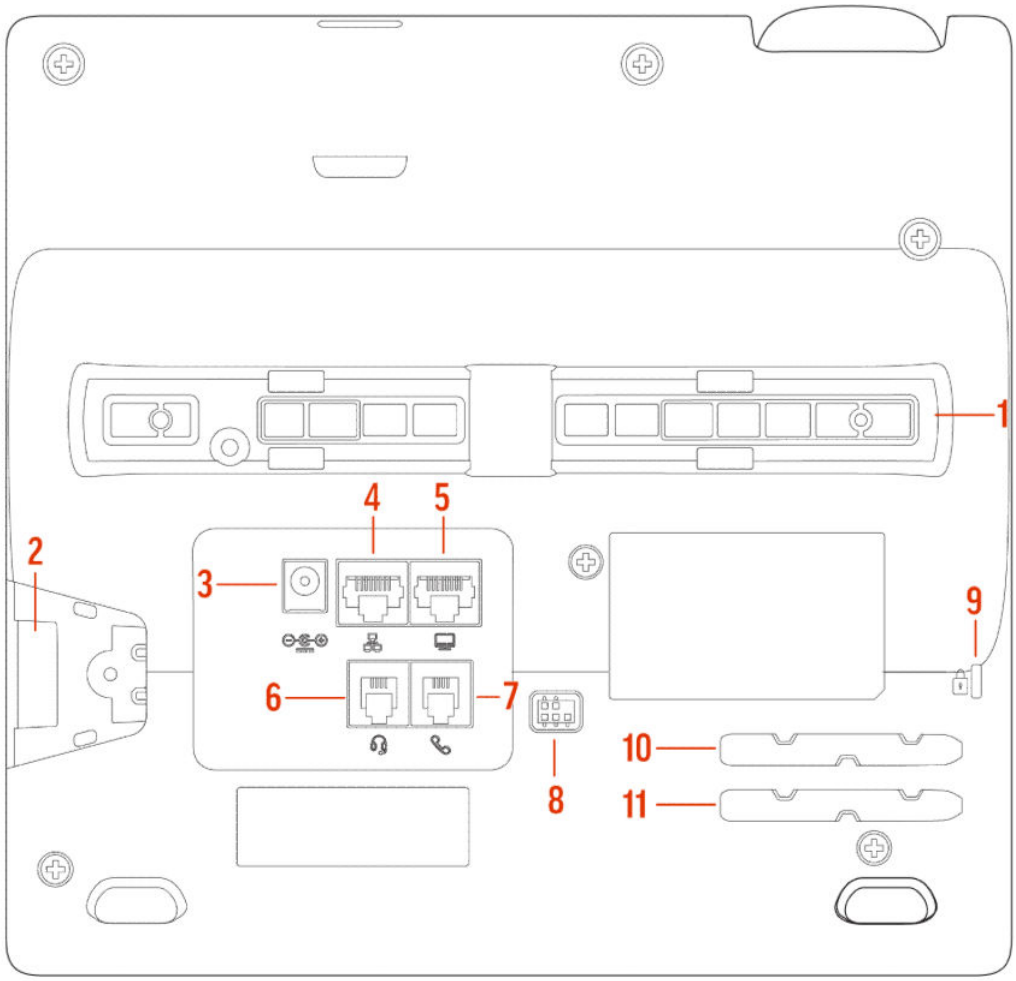


Table 2-6 Poly Edge E400 Series Phone Hardware Descriptions - Back

Reference Number	Feature	Feature Description
1	Stand connection slots	Attach the stand to the phone. This enables the phone to sit at a 30- or 60-degree angle.
2	USB port	Attach a USB flash drive or USB headset.
3	Power port	Connect the phone to a power outlet.
4	Network port	Connect the phone to a PoE-supported Ethernet port.
5	Computer connection network port	Connect a computer through your phone for network access.
6	Headset port	Connect a headset to the phone.
7	Handset port	Connect a handset to the phone.
8	Electronic Hookswitch (EHS)	Enables you to use the controls on your headset to answer and end calls.

Table 2-6 Poly Edge E400 Series Phone Hardware Descriptions - Back (continued)

Reference Number	Feature	Feature Description
9	Security slot	Attach a universal security cable lock to your phone so you can secure it to a desktop.
10	Handset cable slot	Holds the handset cable away from the phone base.
11	Headset cable slot	Holds the headset cable away from the phone base.

Poly Edge E500 Series Phones Hardware Overview

The following figure displays the hardware features on Poly Edge E500 Series phones. The table lists each numbered feature shown in the figure.

Poly Edge E500 Series phone hardware features - front

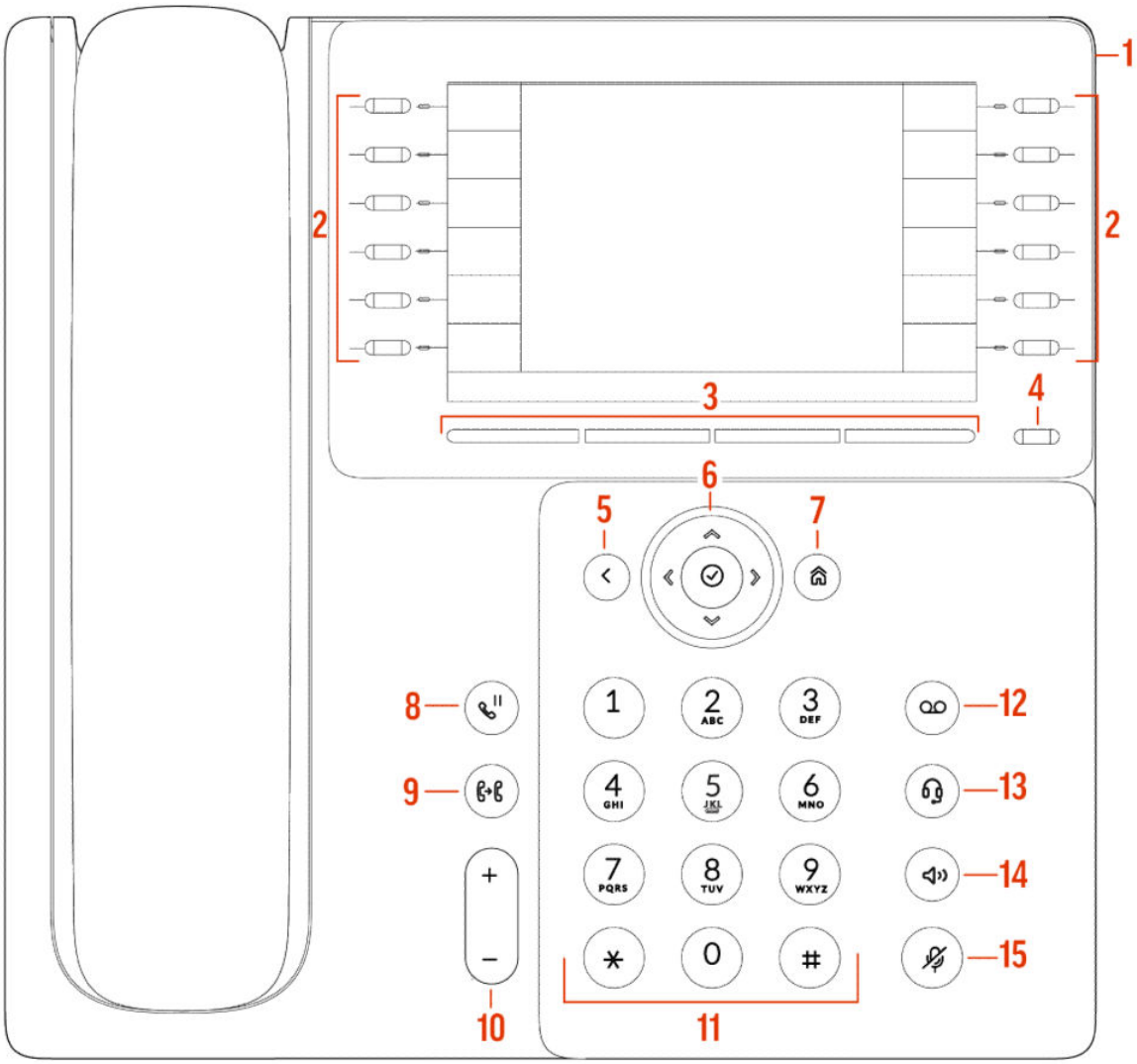


Table 2-7 Poly Edge E500 Series Phone Hardware Descriptions - Front

Reference Number	Feature	Feature Description
1	Surround lighting bar	Provides call and phone status information.
2	Line keys	Select a phone line, view calls on a line, or quickly call a favorite contact.
3	Softkeys	Select context-sensitive keys that display along the bottom of the screen.
4	Pagination key	View additional line screens.
5	Back key	Return to the previous screen.
6	Navigation keys / Select key	Scroll through information or options displayed on the phone's screen or select a field of displayed data.
7	Home key	Display the *Home* screen from other screens or display the *Lines* and *Calls* screen from the *Home* screen.
8	Hold key	Hold an active call or resume a held call.
9	Forward/Transfer key	Forward or transfer an active call to a selected contact.
10	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
11	Dialpad	Enter numbers, letters, and special characters. Use the dialpad keys to select menu items that have index numbers.
12	Messages key	Access and manage instant and voice messages.
13	Headset key	Place and receive calls through a headset.
14	Speakerphone key	Provides ringer and speakerphone audio output.
15	Mute key	Mute or unmute the microphone during an active call.

Poly Edge E500 Series phone hardware features - back

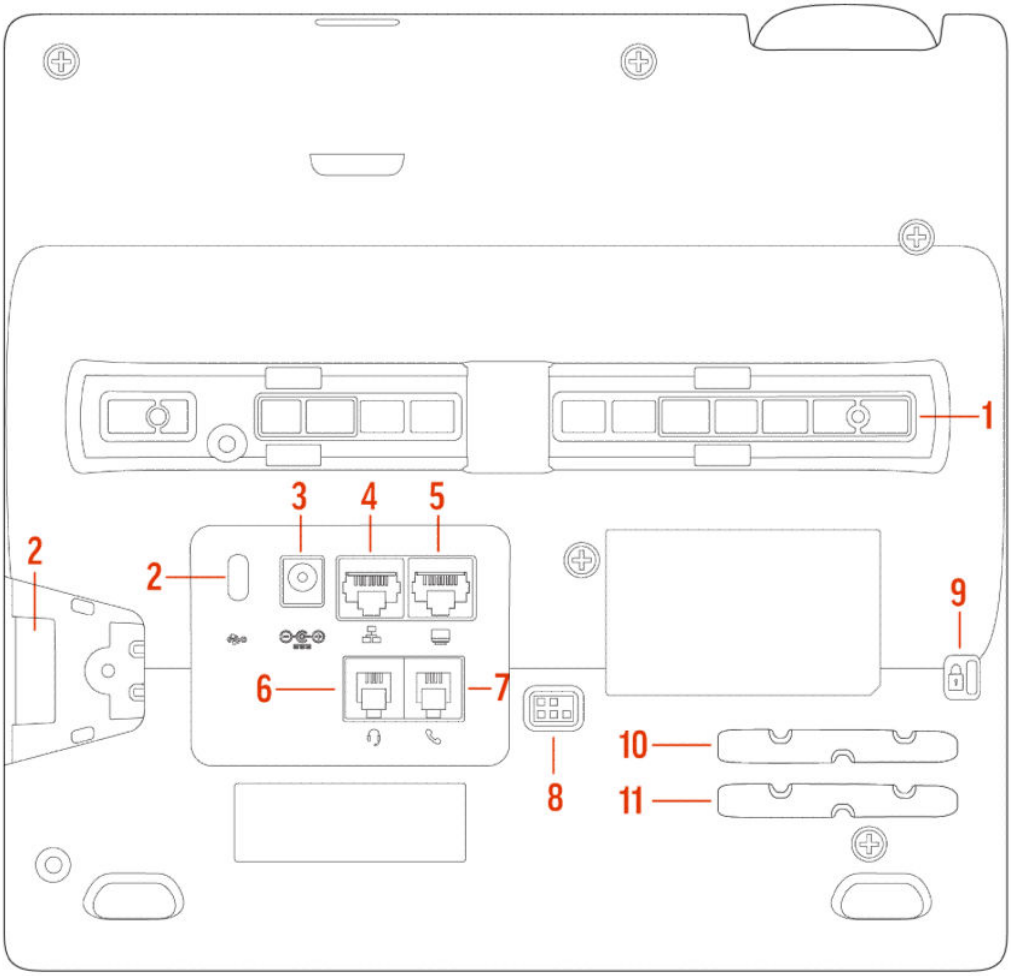


Table 2-8 Poly Edge E500 Series Phone Hardware Descriptions - Back

Reference Number	Feature	Feature Description
1	Stand connection slots	Attach the stand to the phone. This enables the phone to sit at a 30- or 60-degree angle.
2	USB ports	Attach a USB flash drive or USB headset.
3	Power port	Connect the phone to a power outlet.
4	Network port	Connect the phone to a PoE-supported Ethernet port.
5	Computer connection network port	Connect a computer through your phone for network access.
6	Headset port	Connect a headset to the phone.
7	Handset port	Connect a handset to the phone.
8	Electronic Hookswitch (EHS)	Enables you to use the controls on your headset to answer and end calls.

Table 2-8 Poly Edge E500 Series Phone Hardware Descriptions - Back (continued)

Reference Number	Feature	Feature Description
9	Security slot	Attach a universal security cable lock to your phone so you can secure it to a desktop.
10	Handset cable slot	Holds the handset cable away from the phone base.
11	Headset cable slot	Holds the headset cable away from the phone base.

Poly Edge E Expansion Module

You can connect a Poly Edge E Expansion Module (EM) to an Edge E400 Series or Edge E500 Series phone to add additional lines.

You can connect one Edge E EM to an Edge E400 Series phone, and up to two Edge E EMs to an Edge E500 Series phone. See the Quick Start Guide for the Poly Edge E400/E500 Series Expansion Module at the Poly Online Support Center.

NOTE: Edge E500 Series phones support a second EM when 802.3at PoE+ is available or when a PSU is connected.

Each Edge E EM has 22 line keys and three pages of lines to provide 66 additional lines keys that you can use to assign lines, BLF contacts, or speed dials to the connected phone.

Poly Edge E Expansion Module Hardware Overview

The following figure displays the hardware features on the Poly Edge E Expansion Module.The table lists each numbered feature shown in the figure.

The following figures display the hardware features on the Poly Edge E Series expansion module. The tables list each numbered feature shown in the figures.

Poly Edge E Series expansion module hardware features - front

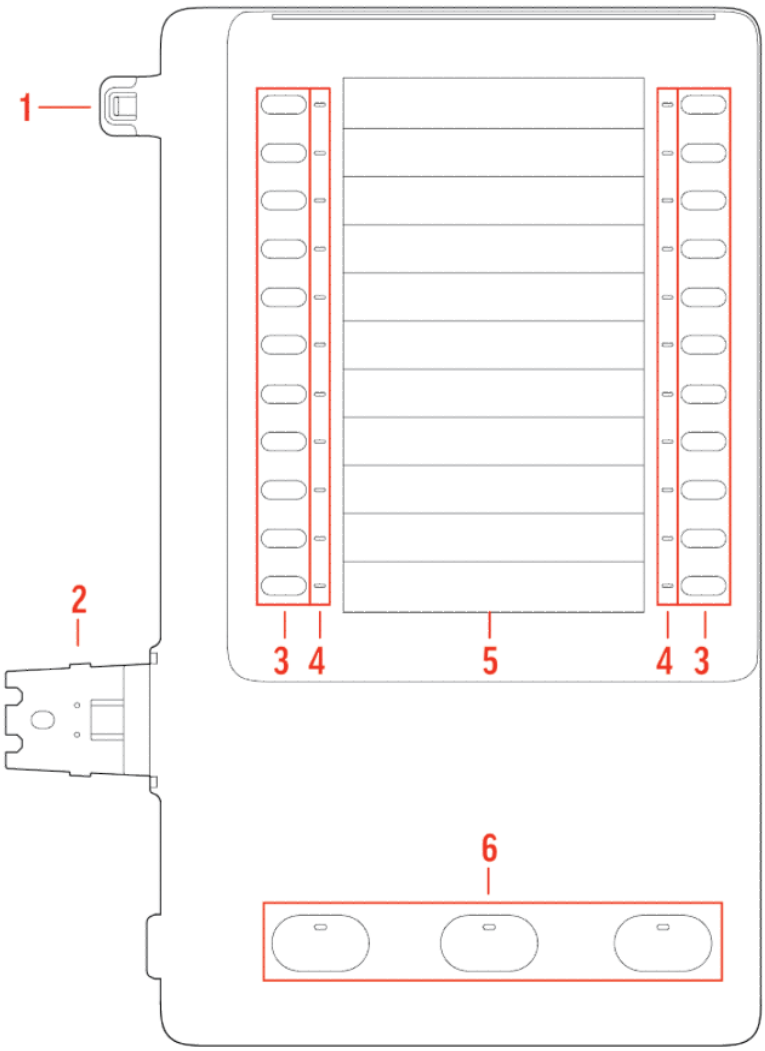


Table 2-9 Poly Edge E Series Expansion Module Hardware Descriptions - Front

Reference Number	Feature	Feature Description
1	Alignment tab	When connecting one EM, inserts into the alignment tab slot on the phone. When connecting a second EM on an E500 Series phone, inserts into the alignment tab slot on the first EM.
2	EM connector	Connects the EM to the phone. On an E500 Series phone, also connects a second EM to the first EM.
3	Line keys	Select a phone line, view calls on a line, or quickly call a favorite contact.

Table 2-9 Poly Edge E Series Expansion Module Hardware Descriptions - Front (continued)

Reference Number	Feature	Feature Description
4	Line key LED indicators	Indicates a line or busy lamp field contact's status. The following lists the LED Indicator behaviors shown on the expansion modules: • Solid Green—Indicates an active call in progress. • Fast-Flashing Green—Indicates an incoming call. • Flashing Green—Indicates the remote party placed the call on hold. • Solid Red—Indicates the phone of a monitored busy lamp field contact is placing a call or is in a call. • Flashing Red—Indicates a held call. • Flashing Green and Red—Indicates the phone of a monitored busy lamp field contact is on an active call or is receiving an incoming call.
5	Color Display	Displays line numbers, monitored contacts, contacts' presence, and favorites.
6	Page keys	Navigates between pages on the expansion module. • Solid Blue—Indicates the current page displayed. If not on the current page, the line appearance on the page is in an active state. • Flashing Blue—Indicates that there is incoming call activity for a line or BLF on the page.

Poly Edge E Series expansion module hardware features - back

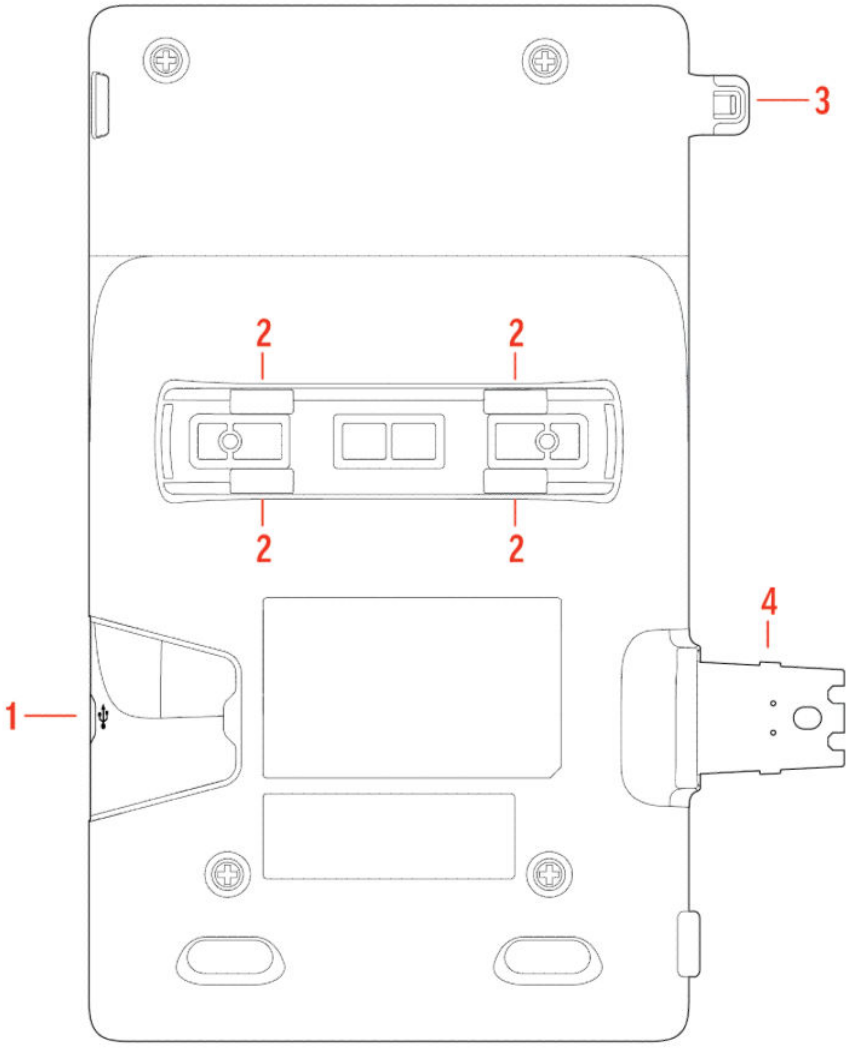


Table 2-10 Poly Edge E Series Expansion Module Hardware Descriptions - Back

Reference Number	Feature	Feature Description
1	USB-C port for E EM or headset connection	On an E500 Series phone, allows you to connect a second EM. If a second EM is not connected, you can use this port to connect a USB headset. You can also connect a USB headset to this port when an EM is connected to an E400 Series phone.
2	Stand or wall mount connection slots	Attach a desk stand or wall mount accessory to the EM
3	Alignment tab	When connecting one EM, inserts into the alignment tab slot on the phone. When connecting a second EM on an E500 Series phone, inserts into the alignment tab slot on the first EM.

Table 2-10 Poly Edge E Series Expansion Module Hardware Descriptions - Back (continued)

Reference Number	Feature	Feature Description
4	EM connector	Connects the EM to the phone. On an E500 Series phone, also connects a second EM to the first EM.

Verify the power source for an Edge E500 Series phone

Verify that your Edge E500 Series phone has sufficient power for two expansion modules.

1. Go to **Settings** > **Status** > **Platform** > **Phone**.
2. Select **Power Source**.

   If the power source is PoE+, then you can use two expansion modules with an Edge E500 Series phone.

Surround LED Lighting Bar

The surround LED lighting bar on Poly Edge E Series phones indicates various phone states.

Table 2-11 Surround LED Lighting Bar States

State	Surround LED Lighting Bar Status
Incoming call	Breathing green
Active Call	Solid green
Held call	Breathing red
Bluetooth discovery in progress	Chasing blue
Available voicemail	Edge E100 and E220: Breathing red Edge E300, E400, and E500 Series: Bottom LEDs breathing red
Off-hours mode	Edge E100 and E220: Breathing yellow Edge E300, E400, and E500 Series: Bottom LEDs breathing yellow

Locate the Serial Number on the Device

You can find the serial number on the bottom side of the device.

1. On the back of the device, find the serial number **SN: XXXXXXXXXXXX** (typically 12 digits) on the product label.

2. Write down the entire serial number.

Locate the serial number in the web system interface

You can locate the serial number for your voice device in the web system interface.

1. Log in to the system web interface.
2. Go to **Status** > **System Status**.
3. Locate the **SerialNumber** in the **Product Information** table.

Poly Edge E Series Phones UI Overview

Your phone has icons, status indicators, and screens that help you use, navigate, and understand important information about the state of your phone.

Poly Edge E Series Phone Screens

Your Poly Edge E Series phone has screens that provide access to functions, features, and information about the phone.

Home Screen Overview

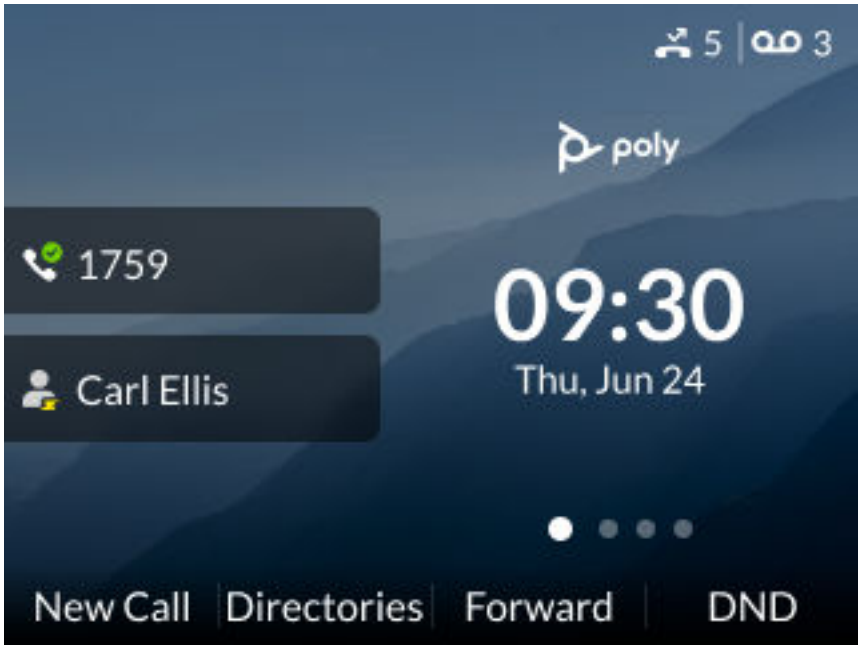
The home screen provides access to and information about calls, line keys, settings, status indicators, and pagination.

On the *Home* screen, you can do the following:

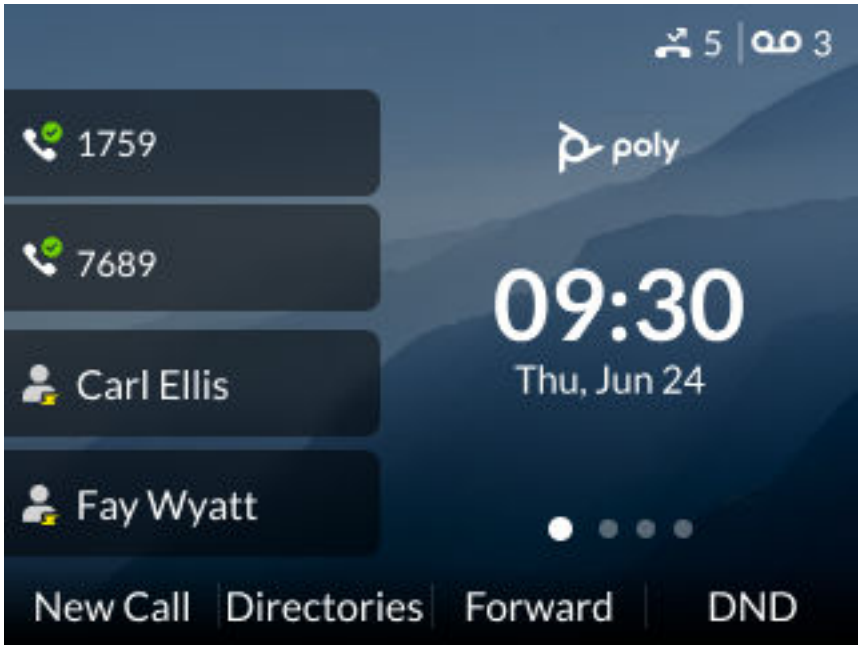
- Place, answer, manage, and view information about calls.
- View information about assigned feature and line keys.
- View status indicators such as missed calls, voicemail, and error messages in the status bar.
- Access phone features, settings, and information using the softkeys.
- Add, navigate to, and manage pages using the pagination key.

NOTE: The following home screens are examples. Depending on how your system administrator has configured your phone, your home screen may look different.

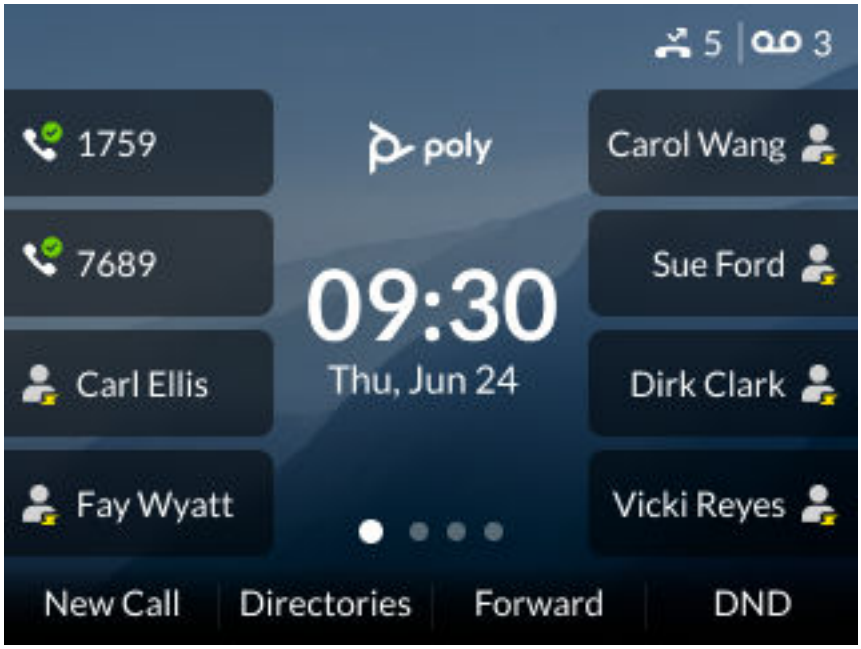
Edge E100 Home Screen



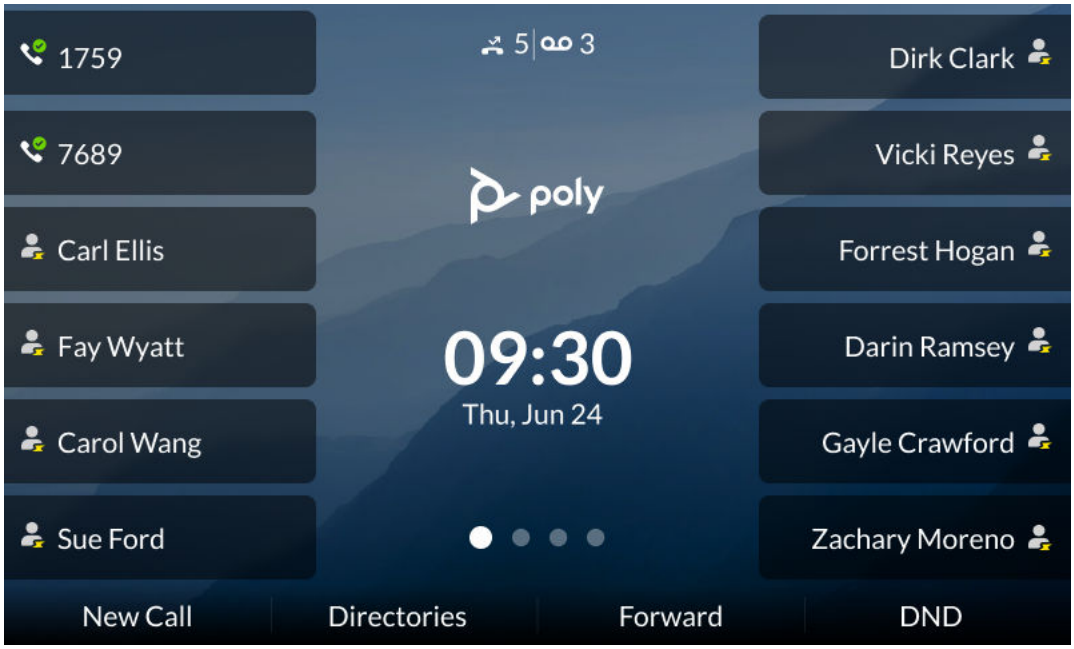
Edge E220 Home Screen



Edge E300 Series and E400 Series Home Screen



Edge E500 Series Home Screen



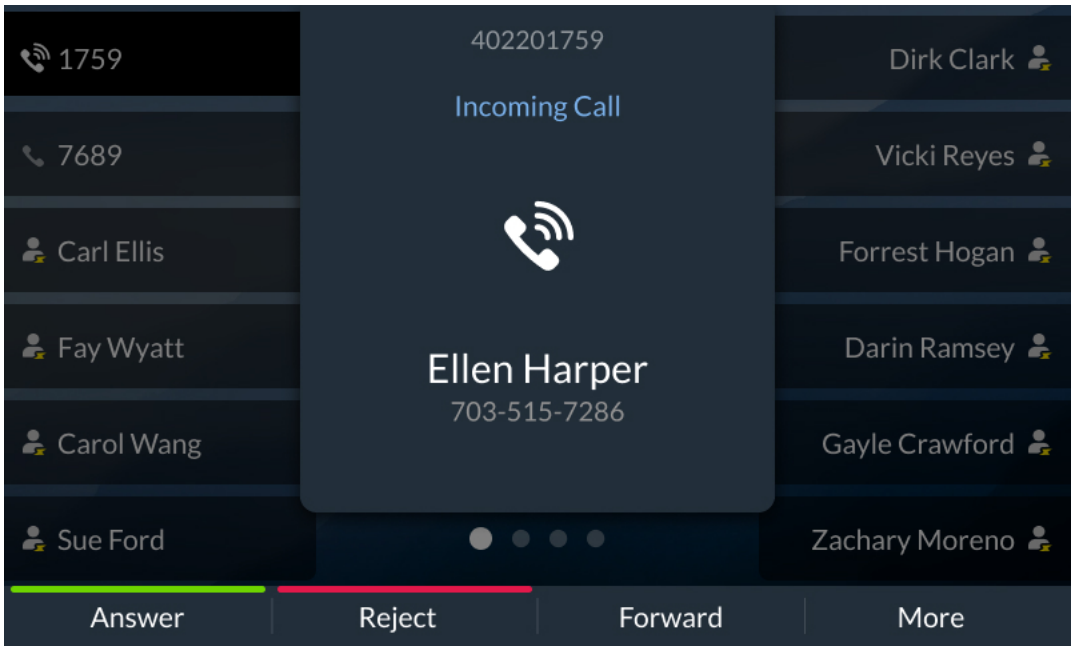
Home Screen Softkeys

You can use the softkeys on the Home screen to make calls and access phone features and information. The Home Screen softkeys may vary depending on administrator or service provider configurations.

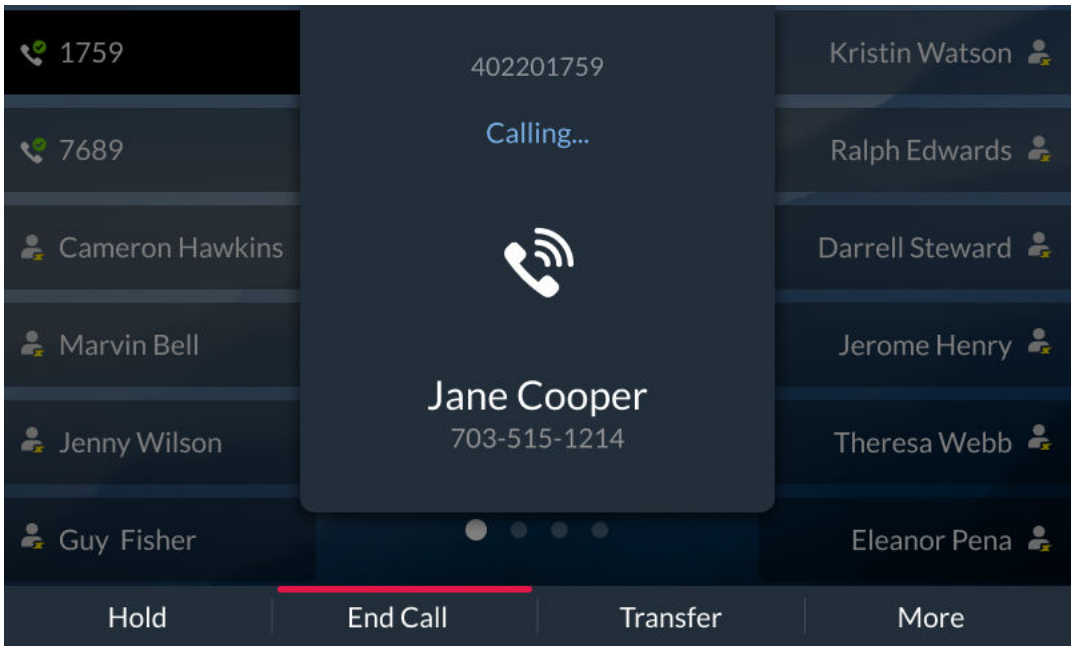
Call Screens Overview

Call screens display the status of incoming, outgoing, and active calls. You can access these screens on the *Home* screen.

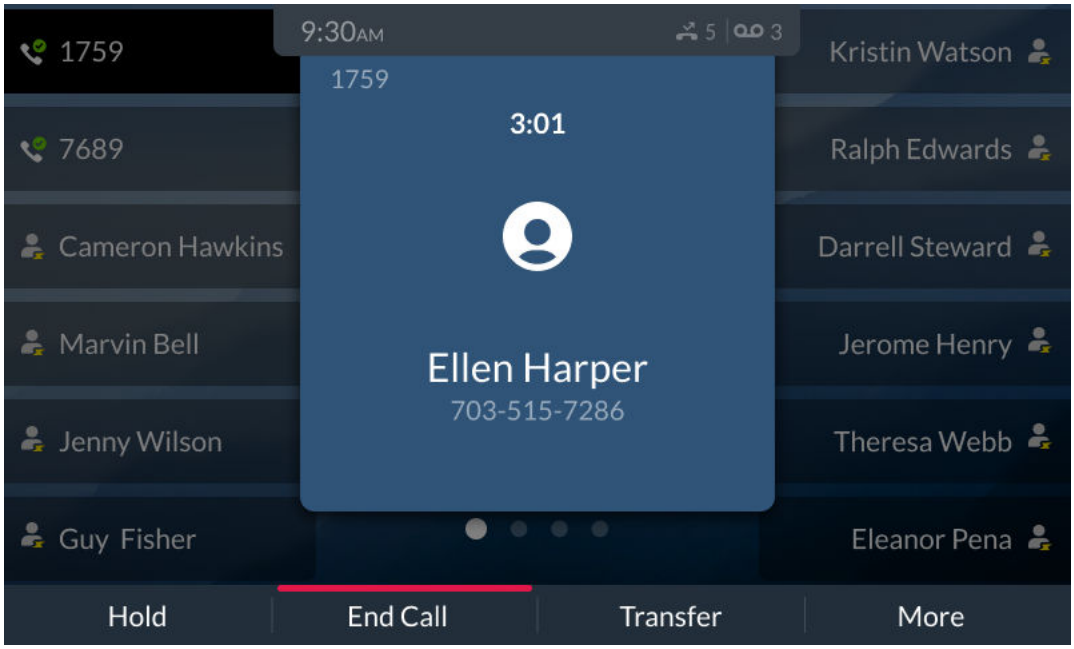
Incoming Call



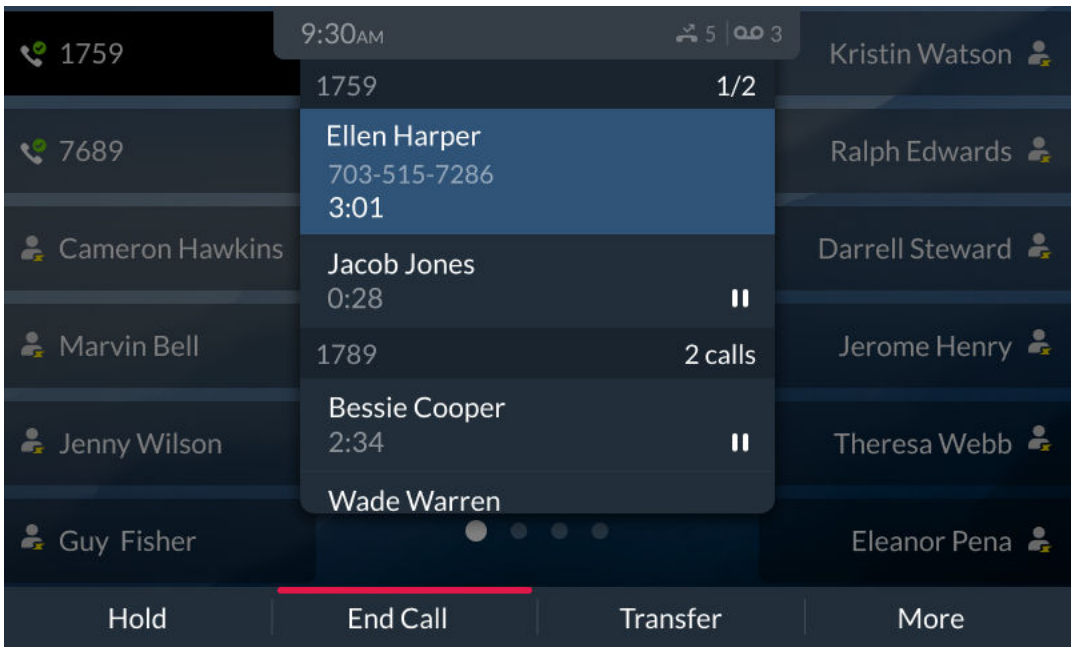
Outgoing Call



One Active Call



Multiple Calls



Icons Used on Poly Edge E Series Phones

Poly Edge E Series phones have various icons and status indicators that display the status of the phone whether you are in a call or if the phone is idle.

The following table displays the phone icons and status indicators that display on Poly Edge E Series phones.

Table 2-12 Icons and Status Indicators on Poly Edge E Series IP Phones

Icon	Description	Icon	Description
	Registered line		Do not disturb enabled
	Unregistered line		Bluetooth available
	Placing a call		Bluetooth headset connected
	Active call		Mobile phone connected
HD	Active call using Polycom HD Voice		Bluetooth speaker
	Held call		Wi-Fi connected
	Incoming call		Wi-Fi disconnected
	Active conference		USB connected
	Placed call		Storage media idle
	Received call		Storage media busy
	Missed call		Presence status (Available)
	Phone warning		Presence status (Online)
	Shared line in idle state		Presence status (Offline)
	Shared line in remote active state		Presence status (Not logged in)
	Unregistered shared line		Presence status (Wrap up)
	Shared line with a held call		
	Call forwarding enabled		
	New message		

Busy Lamp Field Icons

The phone displays icons to indicate line status to users.

Table 2-13 BLF Icons

States	Line Icons
Monitored line is idle	
Monitored line is busy	

Table 2-13 BLF Icons (continued)

States	Line Icons
Monitored line is on hold	
Monitored line is unregistered	
Monitored line is set to Do Not Disturb	
Monitored line has an incoming call	

3 Getting Started

Before you use the phone, familiarize yourself with its features and user interface.

NOTE: The features on your device may vary according to the network environment and the configuration by your system administrator. As a result, the examples and graphics in this guide may not reflect available options or what your device screen displays.

Finding Phone Information

Go to the menu to find basic information about your phone and to access help and support information.

Password Required to Access Basic Settings

You may need a password to configure basic settings on your phone.

You can enable or customize your phone from the *Basic* settings menu. If your phone requires a password to access the settings menu, contact your system administrator for assistance.

Access Help and Support Information

Scan a QR code to access help videos, animations, and other documentation from the **Help** menu of your Poly Edge E Series phone.

1. Go to **Main Menu** > **Help & Support**.
2. From the **Help & Support** menu, select **Help**.
3. Scan the QR code with a mobile device.

   A URL directing you to help and support resources appears.
4. Select the URL to access resources including how-to videos, animations, and other documentation.

Find Phone Information

Find your phone's information, including the serial number and model from the **Help & Support** menu.

- Go to **Menu** > **Help & Support** > **About**.

Entering Information on Your Phone

Use the dialpad to enter information on your phone.

Options to Enter Information in Data Fields

You can enter numbers or English text as well as characters from foreign languages.

Before you enter information into fields, choose how to enter the information using the following softkeys:

The following table lists the **Mode** and **Encoding** options for the dialpad and the onscreen keyboard.

Table 3-1 Mode and Encoding Options

Mode Options	Encoding Options
Abc (to capitalize the first letter only and use lowercase for the remaining letters)	Abc
ABC (to enter uppercase only)	ABC
abc (to enter lowercase only)	abc
123 (to enter numbers only)	123
	ASCII (for regular text)
	Latin (to enter accented characters)
	Katakana (for Japanese characters)
	Unicode (to store characters as double bytes)
	Cyrillic (for Russian characters)

Entering Information Using the Dialpad

You can use the dialpad keys on Edge E Series phones to edit or update field information.

The following table describes how to enter different types of data on your phone using the dialpad.

Table 3-2 Using the Dial Pad Keys to Enter Information

Task	Action
Enter numbers or characters in uppercase, lowercase, or title case mode	Select **Encoding** or **Mode**, and select **ABC**, **abc**, or **Abc**.
Enter only numbers	Select **Encoding** or **Mode**, and select **123**.
Enter text in another language	Select **Encoding** and select one of the language options.
Enter a character	Press a dial pad key repeatedly to view the character options and stop when the character you want to enter displays in the field. Wait one second, and enter the next character.
Enter a number	Select **Encoding** or **Mode**, and select **123** or press a dialpad key repeatedly to enter the number that displays on that key.

Table 3-2 **Using the Dial Pad Keys to Enter Information (continued)**

Task	Action
Enter a special character	Select **Encoding**, and select **Abc**, **ABC**, or **abc**. Press either the **1**, **0**, **asterisk**, *****, or **pound #** key one or more times to enter one of the following special characters: • **1** key: ! | ‘ ^ \ @ : 1 • ***** key: * - & % + ; ( ) • **0** key: / , _ $ ~ = ? 0 • **#** key: # > < { } [ ] “ ‘ You can’t access special characters when you are in numerical (123) mode.
Enter a space	Select **Encoding**, and select one of the alphabetic options: **Abc**, **ABC**, or **abc**. Press the **0** key. You can’t enter a space when you are in numerical (123) mode.
Delete one or more characters	Use the arrow keys to position the cursor to the right of the character, or drag your finger across the characters until the cursor is positioned to the right of the character(s) you want to delete. Press the **Delete** key or press the **<<** softkey.

Entering Chinese Characters with PinYin

The PinYin text input feature uses Nuance XT9 Smart Input to enable you to enter Chinese characters into text fields using the phone’s dialpad keys.

You can use the PinYin input widget to enter Chinese characters in the contact directory, corporate directory, and web browser. When you select a data field to edit, the PinYin input widget automatically displays when you set **Simplified Chinese** or **Traditional Chinese** as the language on your phone.

NOTE: For more information on the PinYin text input method, see the Nuance’s XT9 Smart Input website.

Enter Chinese Characters with the DialPad Keys

You can use the dialpad keys and the PinYin input widget to enter Chinese characters on Edge E Series phones.

The PinYin input widget disappears if you press the pound/hash key or don’t press a key for 5 seconds.

1. Press the digits on the phone’s dialpad that correspond with your PinYin text.

   For example, press `7464`.

   The possible PinYin matches display in the text field with the first match highlighted.

2. Press the star key to toggle between selections.

   The recommendation area shows the possible character matches. A navigation indicator displays if more matches are available.

3. Use the left and right arrow keys or swipe the recommendation area on the touch screen to change the selected character.

4. Press **Select** to select the character from the recommendation area.

   The selected character displays in the input field at the cursor location.

Changing Audio Settings

You control certain audio settings on your phone, including the ringtone for incoming calls from all contacts or a specific contact, where call notifications play, and the volume of the ringtone or call audio.

Change Audible Ringer Settings

You can change the location of sound notifications for incoming calls in the Audible Ringer settings.

By default, you hear all sound effects from the speaker. You can configure your phone to ring on your handset, headset, speaker, or the active audio device you set.

1. Go to **Menu** > **Settings** > **Basic** > **Preferences**.
2. Select **Audible Ringer** and select a location to hear sound effects.

Set a Ringtone for Incoming Calls

Select unique ringtones for incoming calls on different lines on the phone. The default ringtone is **Low Trill**.

1. Go to **Menu** > **Settings** > **Basic**.
2. Select **Ring Type**.
3. On the *Ring Type* screen, select a ringtone.
4. **Optional:** Press the **Play** softkey to hear the ringtone.
5. Press the **Select** softkey.

Set a Ringtone for Individual Contacts

Select unique ringtones for contacts in your directory to help you quickly identify callers.

1. Go to **Directories** > **Contact Directory**.
2. In the **Contact Directory**, select a contact.
3. On the *Edit Contact* screen, select **Ring Type** and choose a ringtone.
4. Select **Play** to hear the ringtone.
5. Press the **Check** softkey to confirm the selection.

Change the Phone Volume

Increase or decrease the volume of your ringtone and the audio during a call.

- Press the volume keys to increase or decrease the audio volume.

Enable Acoustic Fence

Poly Acoustic Fence suppresses background noise while you are on a call, which enhances call audio quality for call participants.

Poly Acoustic Fence works with handsets or headsets. However, only headsets connected to the RJ-9 port on the phone support Poly Acoustic Fence. Poly Acoustic Fence is enabled by default on the handset, disabled by default for a connected headset, and not supported with USB or Bluetooth headsets.

The optional Acoustic Fence setting is only available when enabled by the system administrator.

1. Go to **Menu** > **Settings** > **Basic** > **Preferences**.
2. Select **Acoustic Fence** and select **Enable**.

NOTE: This option is only available when enabled by the system administrator.

Mute and Unmute the Microphones

Mute the phone so other parties can't hear you. Unmute your audio when you're ready to speak and let others on the call hear you.

- Do one of the following:
  - Select **Mute** on the phone screen.
  - Select the **Mute** key on the phone.

4 Logging In to Your Poly Edge E Series Phone

If your system administrator has set up user credentials for your phone, you can log in to a phone and access your contacts or favorites, settings, and calendar (if enabled).

You can view your personal settings from any Poly phone or system within your organization. Contact your system administrator for your user credentials.

NOTE: Some of the features described in this section require access to the *Basic* settings menu. If your phone requires a password to access the *Basic* settings menu, contact your system administrator for assistance.

Log In to a Phone

Depending on how your system administrator set up your user login options, you may need to log in to a Poly phone before you can use one.

By default, Poly devices don't require you to log in before you can use them. If you don't log in, you see the default profile. When you log in, you have full access to your personal settings and your directory.

Any settings you change while logged in on a public phone commit to your profile and display the next time you log in to any phone.

1. If you see the *User Login* screen, proceed to the next step.
2. Enter your user ID and password, and select **Log In**.

   Your personal profile displays when you enter the correct login credentials. If you enter incorrect credentials, a message indicating that your login attempt has failed displays and the *User Login* screen displays again. Check with your system administrator to confirm your login credentials.

Log Out of the Phone

After you finish using a public phone, make sure you log out to prevent access to your personal settings.

1. Select **Log Out** or go to **Settings** > **Features** > **User Login** > **Log Out**.
2. Select **Yes** on the confirmation window.

   Your personal settings are no longer accessible.

Log In to a Host Phone as a Guest

Your system administrator enables the guest feature and provides you with the guest credentials.

When you log in to a host phone as a guest, you have limited access to your personal phone settings and your directory. You can access the BroadWorks Enterprise Directory and UC-One Favorites, but not your Contact Directory or general favorites.

1. Do one of the following:
   - Select **Guest In** on the screen.
   - Press the **Guest In** softkey.
2. From the **Guest In** screen, enter your username and password and select **OK**.

NOTE: Check with the system administrator if your credentials are invalid.

The phone updates to display your personal settings, or the *Lines* screen if your credentials are incorrect.

Log Out of a Host Phone

After you use a host phone, make sure you log out to prevent unauthorized users from accessing your personal settings.

After you log out of the host phone, your guest info and changes made on a host phone don't sync to your personal phone.

Your system administrator may set the following features:

- A guest PIN for your account that you must enter to log out of a host phone.
- The maximum time a guest can stay logged in on a host phone, after which the host phone logs you out automatically.

1. Select the **Guest Out** softkey.
2. **Optional:** If prompted, enter your guest PIN.

The phone displays the default menu and your personal settings are no longer accessible.

Log In to a Guest Automatic Call Distribution Phone

Log in to your Automatic Call Distribution (ACD) account after you log in as a guest on a host phone.

On a guest ACD phone, answer incoming calls from call center customers, update your presence status, view incoming call center information, and transfer calls.

NOTE: When you log in to a host phone as a guest user, the **Use Host** softkey isn’t available.

If your system administrator enables Hoteling, you don’t need to log in as a guest before you log in to your ACD account.

- Do one of the following:
  - If you see the *Agent Sign In* screen, sign in.

- If you don’t see the *Agent Sign In* screen, press the **ASignIn** softkey or go to **Settings** > **Features** > **Agent Sign In** > **Sign In**.

Log Out of a Guest ACD Phone

After you use a guest ACD phone, make sure you log out to prevent access to your personal settings.

If you’re logged into your ACD account when you log out of the host phone, you’re automatically logged out of your ACD account.

- Select the **ASignOut** softkey or go to **Settings** > **Features** > **Agent Sign In** > **Sign Out**.

  The phone displays the default guest settings.

Change Your Login Password

You can change your login password from any phone on your network.

1. Log in to a phone on your network.
2. Go to **Settings** > **Features** > **User Login** > **Change User Login Password**.
3. On the *Change User Login Password* screen, enter your old and new password information and select **Enter**.

   Your password changes. The next time you log in to a phone, you must enter your new password.

5 Locking Your Phone

Locking your phone prevents unauthorized people from placing or answering calls. It also prevents anyone from viewing or modifying phone information, such as your directory, call lists, or favorites.

You can do the following on a locked phone:

- Place outgoing calls to emergency and authorized numbers only
- Place outgoing calls to a contact, if enabled
- Enter a password to answer incoming calls
- Answer incoming calls without a password, if enabled

Lock Your Phone

You can choose how you want your phone to handle incoming calls when it's locked.

When you set up your phone to receive incoming calls when locked (the default setting), incoming calls ring on your phone, and you can answer calls by entering your user password. When you set up your phone to ignore incoming calls, Don't Disturb applies to all lines on your phone, and your phone doesn't ring.

NOTE:

- When the Flexible Seating feature is enabled and you're logged in as a guest on a host phone, the Phone Lock feature is only available if your system administrator has set a 4 - 10-digit guest PIN for your user account. If you don't see the **Lock** softkey or menu option, check with your system administrator to see if this feature is available on your phone.
- There is no response when you press the **Back** key if the phone is locked.

1. Select **Lock** or go to **Settings** > **Basic** > **Lock Phone**.
2. **Optional:** From the *Lock Phone* screen, select **Allow ringing when locked** (the default setting) if you want your phone to ring when you have an incoming call.

   When you choose this option, you can answer a call by entering your user password or guest PIN.

3. Select **Lock**.

   Your phone is locked.

> **TIP:** You can quickly lock your phone by selecting the **Lock** softkey. When you do this, you can't choose how to handle incoming calls. Your phone uses the default setting or the last setting selected.

Unlock the Phone

You can unlock the phone with your user password . Your system administrator provides you with a user password that you can use to unlock the phone.

- Enter your lock code and select **Unlock**.

6 Accessibility Features

Poly products include a number of features to accommodate users with disabilities.

Users Who Are Deaf or Hard of Hearing

Poly phones include features that enable users who are deaf or hard of hearing to use the phone.

The following table lists the accessibility features for users who are deaf or hard of hearing.

Table 6-1 Accessibility Features for Users Who Are Deaf or Hard of Hearing

Accessibility Feature	Description
Visual message indicators	Status and icon indicators let you know when you have incoming, outgoing, active, or held calls. Indicators also alert you of the device's status and when features are enabled.
Adjustable ringtone and volume	You can change the ringtone based on call type or assign a specific ringtone to a contact. You can also change the volume of the ringer.
Adjustable call volume	While in a call, you can raise or lower the volume of the device.
Visual notifications	Status and icon indicators let you know when you have incoming, outgoing, active, or held calls. Indicators also alert you of the device's status and when features are enabled.
TTY support	Poly endpoints support commercial TTY devices such as Ultratec Superprint and provide acoustic coupled TTY support.

Users with Limited Mobility

Poly phones include features that enable users with limited mobility to use the phone.

The following table lists the accessibility features for users with limited mobility.

Table 6-2 Accessibility Features for Users with Limited Mobility

Accessibility Feature	Description
Auto-answering	You can enable the phone to auto-answer calls.
Large keys	The large keys on the phone console enable you to access phone features and functions.

Table 6-2 Accessibility Features for Users with Limited Mobility (continued)

Accessibility Feature	Description
Built-in speakerphone	A built-in speakerphone enables you to hear audio on the device without having to use a handset or headset.
Adjustable phone stand	You can adjust the phone stand to various angles so your phone sits at a comfortable angle on your desktop (see your phone's *Quick Start Guide* at the Poly Online Support Center).

Users Who Are Blind, Have Low Vision, or Have Limited Vision

Poly phones include features that enable users who are blind, have low vision, or have limited vision to use the phone.

The following table lists the accessibility features for users who are blind, have low vision, or have limited vision.

Table 6-3 Accessibility Features for Users Who Are Blind, Have Low Vision, or Have Limited Vision

Accessibility Feature	Description
Customizable text size	You can change the onscreen text size. The options are Normal, Large, and Bold.
Color filter	You can apply color filters to the screen, including greyscale.
High contrast	You can enable the High Contrast feature to provide more contrast between the screen elements and the background.
Text-to-Speech	You can enable your phone to provide audio feedback about phone features and information.
Adjustable backlight settings	You can change the brightness of the screen by adjusting backlight intensity settings.
Auto-answering	You can enable the phone to auto-answer calls.
Tactile "5" key with raised bumps	The "5" key has two bumps that enable you discern the position of other keys on the keypad.
Large keys	The large keys on the phone console enable you to access phone features and functions.
Physical line keys	Poly Edge E Series phones have physical line keys that you can press to answer and end calls.
Tactile-discernible number, feature, and navigation keys	Keys on the phone console are discernible by their size and shape.
Illuminated feature keys	Many feature keys illuminate when activated to alert you when a feature is enabled.
Microphone mute	An audible alert plays when you mute or unmute the microphones using any of the Mute keys on the device or far-end system. The phone plays an alert periodically if the device is muted for a set period of time.

Text-to-Speech

With the **Text-to-Speech** accessibility feature, you can hear functions and information about the phone spoken out loud. The phone also provides feedback about incoming calls.

When you enable **Text-to-Speech**, the phone offers the following functionality:

- You can receive notifications and audio feedback about incoming calls.
- When you single press the following keys, the phone reads information about the keys out loud. Press the key again to use the key.

NOTE: This feature isn't supported for the dialpad, navigation, select, or EM line keys.

  - A line key on the phone
  - A softkey
  - Home
  - Back
  - Hold
  - Transfer
  - Headset
  - Speakerphone
  - Mute
  - Pagination
  - Page left and right keys on the Edge E400 Series

Enable Text-to-Speech

Enable the **Text-to-Speech** feature to hear audio descriptions of phone functions and information and to enable audio feedback from the hardware keys.

1. Go to **Menu** > **Settings** > **Accessibility**.
2. Enable **Text-to-Speech**.
3. To toggle audio descriptions and feedback on and off, press and hold the center navigation button.

Use the Text-to-Speech Feature

You can use the Text-to-Speech feature to hear audio feedback from the physical keys on your phone and to hear audio feedback from incoming calls.

- To receive audio feedback about a key, single press the key.
- To select a key, double press the key.
- To toggle audio feedback on and off, press and hold the **Select** key until you hear "text to speech activated" or "text to speech deactivated."

Customizing the Text Style

If enabled by your system administrator, you can make the onscreen text larger or bold. Check with your system administrator to find out if this feature is enabled for your phone.

Customize the Text Size

Make the onscreen text larger or bold.

1. Go to **Menu** > **Settings** > **Accessibility**.
2. Select **Text Style**.
3. Do one of the following:
   - To increase the text size, select **Large**.
   - To make the default text bold, select **Bold**.
   - To restore the default text size and weight, select **Normal**.
4. Press the **Select** softkey.

Add a Color Filter

If enabled by your system administrator, you can improve the readability of the screen for colorblindness by adding a color filter.

1. Go to **Menu** > **Settings** > **Accessibility**.
2. Enable **Color Correction**.
3. Select one of the following correction modes. The default is `Greyscale`.
   - **Greyscale**
   - **Protanomaly (Red-Green)**
   - **Deuteranomaly (Green-Red)**
   - **Tritanomaly (Blue-Yellow)**

Enable High Contrast

Improve the readability of the screen by enabling high contrast.

1. Go to **Menu** > **Settings** > **Accessibility**.
2. Enable **High Contrast**.

7 Audio Calls

Your phone enables you to place and answer SIP calls, ignore incoming calls from all or individual contacts, and perform server-dependent tasks.

NOTE: Some of the audio features require access to the Basic settings menu. If your phone requires a password to access the Basic settings menu, contact your system administrator for assistance customizing your phone.

Placing Audio Calls

Poly phones enable you to place calls to local numbers, international numbers, and contacts.

You can initiate calls from your favorites list, recent calls list, and your phone directory. From a locked phone, you can place calls to numbers authorized by your system administrator.

Call Charges for Outgoing Calls

If your service provider charges for outgoing calls, a notification displays on your phone informing you of the potential charges of an outgoing call.

If enabled by your service provider, a tone plays on your phone when call information displays. Check with your system administrator to find out if this feature is enabled for your phone.

The following call charge information displays on your phone for outgoing calls:

- **Call initiation costs**—the initial cost for placing a call.
- **Cumulative call costs**—the accruing cost of the ongoing call.
- **Completed call costs**—the total cost of the call after the call ends.

Call Precedence and Preemption

If your administrator has enabled call precedence and preemption, your outgoing calls are assigned a precedence level.

If you are in an active call and receive a new call with a higher precedence, your active call is preempted—ended. If your call is preempted, your phone plays a preemption tone and displays a preemption screen. The preemption screen is shown both for caller and callee. After you acknowledge the preemption screen, you can answer, reject, or ignore it. The notification screen disappears if you do not acknowledge the preemption notification after the display time out as defined by your admin.

Use the Handset, Headset, or Speakerphone

You can place and answer calls on your phone using the handset, headset, or speakerphone, and you can alternate among the three modes during calls, if available.

When using the speakerphone, the Speakerphone key glows green. When using the headset, the Headset key glows green when a headset is connected.

- During a call, pick up the handset, press the Headset key or press the Speakerphone key .

  For example, if you're using the handset, press the Headset key to switch to the headset, or press the Speakerphone key to switch to the speakerphone.

Place a Call

You can have one active call in progress on your phone.

- Do one of the following:
  - Pick up the handset and press the key, key, or the **New Call** softkey. Then, enter the phone number and press the **Send** softkey.
  - Enter the phone number and press the **Dial** softkey. Then, pick up the handset, and press for speakerphone or for headset.

Place an International Call

You can place calls to international phone numbers on your phone.

1. On the dialpad, quickly press the star key (*) twice.

   A plus sign (+) displays.
2. Enter the country code and phone number then select **Dial** .

Place a Call from Recent Calls

Place calls from the *Recent Calls* list, which contains calls that you recently placed, answered, or missed.

1. Do one of the following:
   - Press the **Recent Calls** softkey.
   - Navigate to **Directories** and select **Call Lists**.
2. From the **Calls List** screen, select a contact and select **Dial**.

Place a Call from an Expansion Module

You can place a call using the line keys on expansion modules connected to supported Edge E Series.

- Do one of the following:
  - Press a line key corresponding to an available line and dial the number.

- Press the line key of the assigned favorite you want to call.

The call is placed and is displayed on your phone's screen.

Place a Call from a Locked Phone

When the phone is locked, you can place outgoing calls only to emergency numbers, such as 911 and authorized numbers that your system administrator sets up. You can't call any other numbers from a locked phone.When the phone is locked, you can place outgoing calls only to emergency numbers, such as 911 and authorized numbers that your system administrator can set up. You cannot call any other numbers from a locked phone.

- From the *Place an Authorized Call* screen, choose a number and select **Dial**.

Place a Call with a Hidden Number

When your phone is registered with the Cisco BroadWorks server, you can choose to hide your phone number when you place a call.

Check with your system administrator to find out if this feature is available on your phone.

1. If you have more than one line registered, select a line.
2. Select **Line ID Delivery Blocking** and select **Enabled**.

   Your number does not display when you place calls to contacts.

Answering Audio Calls

When you receive an incoming call on your phone, answer the call in a variety of ways.

Answer a Call

Answer a call using the handset, speakerphone, or a headset.

- Do one of the following:
  - Pick up the handset, then press the **Answer** softkey.
  - Press the **Speakerphone** key .
  - Press the **Headset** key .

Answer a Call When in a Call

When you're in an active call and an incoming call arrives on the same or a different line, a call waiting tone beeps and the *Incoming Call* screen displays.

- Select **Answer**.

  The active call goes on hold, and the incoming call becomes active.

Answer a Call from an Expansion Module

Answer calls using the line keys on your phone or from a connected expansion module.

- Press the expansion module line key that has the flashing green LED indicator.

Answer a Call on a Locked Phone

Answer calls on a locked phone by entering your password.

1. On the *Incoming Call* screen, select **Answer**.
2. Enter your password.
3. Select **Enter**.

   The call connects.

End a Call

You can only end active calls. To end a held call, you must first resume the held call.

- Do one of the following:
  - Press the **End Call** softkey.
  - Replace the handset in the cradle.
  - Press the **Speakerphone** key .
  - Press the **Headset** key .

Ignoring or Rejecting Incoming Calls

When you receive an incoming call, choose to ignore or reject the call instead of answering. Reject or ignore an incoming call, reject incoming calls from a specific contact, or enable **Do Not Disturb** to reject all calls for a brief period of time.

NOTE: You can't reject calls on shared lines. You can only silence the ringer.

Ignore or Silence an Incoming Call

Ignore or silence a call to mute the ringer without rejecting the call.

When you ignore or silence a call, the incoming call notification continues to display.

- From the **Incoming Call** screen, do one of the following:
  - Select **Ignore** for private lines.
  - Select **Silence** for shared lines.

  The **Incoming Call** screen disappears, your phone stops ringing, and either the Home or Calls screen displays.

Reject Incoming Calls

Reject a call and send the call directly to voicemail. Rejected calls display in the *Recent Calls* list. Rejecting calls is not available for shared lines.

- On the **Incoming Call** screen, select **Reject**.

Rejecting Calls with Do Not Disturb

Do Not Disturb (DND) enables you to set your phone to automatically reject calls when you don't want to be interrupted.

When you enable DND, you see the following:

- The **DND** icon displays in the status bar.
- When the phone is idle, the **DND** icon displays next to your phone line.
- When the administrator enables hybrid line registration on the phone, you can choose **All** to enable DND on all the registered lines.
- If you have new messages or you have enabled call forwarding, the messages or forwarding icon display instead of the **DND** icon.

NOTE: When you set your presence status to **Do Not Disturb** and enable **DND** on your phone, a message reflecting your Do Not Disturb status scrolls under the time display. The **DND** icon doesn't display in the status bar.

Reject All Calls with Do Not Disturb

Use DND to prevent your phone from ringing and to send all incoming calls to voicemail. The phone logs all calls you receive while on DND in the Recent Calls list.

DND on shared lines disables ringing only. A visual notification of the call still displays, and you can answer or ignore the call.

- Press the **DND** softkey.

Reject Calls with Do Not Disturb on One Line

If enabled by your administrator, you can use DND to reject calls on one line.

1. Select **DND**.
2. From the **Line Select** screen, select a line.
3. From the **Do Not Disturb** screen, select **Enable**.

Resume Receiving Calls

When you're ready to receive calls, turn off DND.

- Select **DND**.

Holding and Resuming Calls

When you're in a call, place an active audio call on hold and resume the call.

Hold and Resume a Call

Place multiple calls on hold and resume a call at any time.

1. To hold a call, highlight the call and press the **Hold** softkey.
2. To resume a call, highlight the call and press the **Resume** softkey.

Resume a Call on an Expansion Module

You can resume calls placed on hold by other contacts from your expansion module connected to supported Edge E Series.

A flashing red LED light on a line key on the expansion module indicates a call is on hold on the contact's line.

- Press the line key corresponding to the line with the held call.

Redirecting Incoming Calls

Forward one or all incoming calls to a specific contact or divert calls from a specific contact to another contact.

Forwarding Incoming Calls to a Contact

You can forward incoming calls to one of your contacts.

Forward a Call

Forward an incoming call to a contact.

This applies the call forwarding rule for the incoming call only.

1. On the *Incoming Call* screen, press the **Forward** softkey.
2. Enter the number to forward the call to.
3. Press the **Forward** softkey.

Forward All Incoming Calls to a Contact

You can set up your phone to automatically forward incoming calls to a specific contact.

Use one of the following forwarding types:

- Always - Forwards all incoming calls.
- No Answer - Forwards all unanswered incoming calls.
- Busy - Forwards incoming calls when you're in a call.

For shared lines, you can only choose **Always** as your forwarding type; the other forwarding options aren’t available for shared lines.

1. Select **Forward** or go to **Settings** > **Features** > **Forward**.
2. On the *Forwarding Type Select* screen, select a forwarding type.
3. Enter a contact's number or IP address, if enabled, and select **Enable**.
4. **Optional:** If you selected the **No Answer** option, enter the number of rings before the call is forwarded.

   The forwarding number or name of the contact you chose scrolls in the status bar. When you select **Always** as your forwarding option, the **Forwarding** icon displays on the line.

Disable Call Forwarding

Disable call forwarding when you no longer want to forward your calls.

1. Select **Forward** or go to **Settings** > **Features** > **Forward** .
2. If your phone has multiple lines, select a line.
3. From the **Forwarding Type Select** screen, select your forwarding type, and select **Disable**.

Divert Calls to a Contact

You can divert all incoming calls from a particular contact to another contact.

1. Select **Directories** > **Contact Directory**.
2. From the **Contact Directory**, select a contact.
3. From the **Edit Contact** screen, select **Divert Contact**, and enter a contact's number.
4. Select **Auto Divert** > **Enabled**.
5. Select **Save**.

Transferring calls

Transfer active or held calls to another contact.

Use one of the following transfer types:

- Blind transfer: Transfers the call directly to another line without speaking with the other party first.
- Consultative transfer: Enables you to speak with the other party before completing the transfer.

Choose a Default Transfer Type

Your phone is preconfigured to use consultative as the transfer type, but you can choose the default transfer type to use for all calls on your phone.

1. Go to **Menu** > **Settings** > **Basic** > **Preferences**.
2. Select **Default Transfer Type** and choose one of the following:
   - Consultative
   - Blind

Transfer a Call

Transfer a call to another contact and choose the transfer type you want to use for the call.

1. Press the **Transfer** softkey or the key.
2. If preferred, change the transfer type. For example, if the default transfer type is **Blind**, then you can select **Consultative**.

3. Dial a number or choose a contact from the **Recent Calls** list or a directory.

   If the transfer type is set to **Blind**, the call is transferred immediately.

4. If the transfer type is set to **Consultative**, select **Transfer** after speaking with your contact.

Cancel a Transfer

If a contact doesn't answer the transfer or if you want to remain speaking with the contact on your line, cancel the transfer before it completes.

- Select **Cancel** on the call transfer screen.

  The call doesn't transfer and becomes active.

Redialing Calls

Recall the last contact you called using **Redial**, if enabled by your system administrator.

Redial a Number

Your phone automatically keeps a record of all calls placed. You can recall the last contact you called using **Redial**, if enabled by your system administrator.

- Select **Menu** > **Redial**.

Redial a Contact when the Contact is Available

When you place a call to a contact and the contact's line is unavailable due to an unregistered line or a service outage, a notification displays on your phone when the contact's line is available again, and you can choose to call the contact from the notification.

Check with your system administrator to find out if this feature is available on your phone.

- When the contact availability notification displays, select **Dial**.

Managing Calls

You can see the number of calls on the line from the Home screen. A green light on the line key indicates a line with an active call, and a red light indicates a line with one or more held calls.

Display Calls

You can display the calls on the Home screen.

When you select a phone line that has a held call, the first held call on that line is automatically resumed, even if you already have an active call on a different line.

- Press the **Home** key.

Manage Calls

You can manage calls from the Home screen.

1. Select a call.

2. On the Home screen, do one of the following:
   - Select **Hold** to place an active call on hold.
   - Select **Resume** to make a held call active.
   - Select **End Call** to end a call with a contact. You can end active calls only, so resume the held call first before ending it.
   - Select **Transfer** to send the call to another contact.
   - Select **Conference** to initiate a conference call.
   - Select **Join** to join an active call and one or more held calls into a conference call.

Placing Intercom Calls

Like a normal call, the intercom feature enables you to place a call to a contact.

An intercom call differs from a normal call in that the call recipient's phone answers automatically when not in an active call. Check with your system administrator to find out if this feature is available on your phone.

If the call recipient has an active call, the recipient can choose to answer the intercom call. Otherwise, the phone answers the intercom call automatically after their active call ends.

Place an Intercom Call

You can place an intercom call from your phone to quickly relay a message to a contact.

TIP: Your system administrator can set up your phone to automatically call a specific contact when you select **Intercom**. If your phone is set up this way, select **Intercom** and wait for your contact to answer before speaking your message.

1. Select **Intercom**.
2. Enter a number or select a contact.
3. Select **Dial**.

   The phone plays a tone and the contact's phone answers the call automatically.
4. After your contact answers the call, speak your message and select **End Call**.

Place an Intercom Call During a Call

Place an intercom call to another contact during an active call.

1. Select **Hold** > **Intercom**.

   The active call goes on hold and the dialpad displays.
2. Enter a number or select a contact.
3. Select **Dial**.

   The phone plays a tone and the contact's phone answers the call automatically.
4. After your contact answers the call, speak your message and select **End Call**.

5. Select **Resume**.

Answer an Intercom Call

When you receive an intercom call, your phone answers the call automatically as long as you don't have an active call already.

If the phone answers an intercom call with your microphone muted, you must unmute your microphone before responding to the call.

Call Settings

Configure basic call settings for your phone, including disabling call waiting and enabling automatic answering.

Disable Call Waiting

The Call Waiting feature is enabled by default. If enabled by your system administrator, you can disable Call Waiting.

If you disable Call Waiting, any incoming calls received on your phone while you are in a call are automatically sent to voicemail.

1. Go to **Settings** > **Basic** > **Preferences**.
2. Select **Call Waiting** and select **Disable**.

Answer Calls Automatically

Set up your phone to automatically answer calls using **Auto Answer**.

When enabled, the phone automatically answers all incoming calls using the speakerphone. Your system administrator sets how many times the phone rings before it automatically answers the call.

The phone doesn’t automatically answer a call until you place your current call on hold or end it.

1. Go to **Menu** > **Settings** > **Basic** > **Preferences**.
2. Select **Auto Answer**.
3. Select **Auto Answer SIP Calls** and select **Yes**.
4. **Optional:** Select **Microphone Muted** and choose **No** to unmute the microphone for auto-answered calls.
5. Select **Save**.

8 Conference Calls

When you initiate a conference call, you can manage conference participants, join calls into a conference, or split your conference into individual calls.

Audio Conference Calls

Start a conference call with two contacts on hold. You can also split, hold, or resume conference calls.

If your system administrator enables the conference management feature on your phone, you can manage each participant in the call. With the conference management feature, mute, hold, and remove individual participants in a conference call.

Initiate a Conference Call

Initiate a conference call with up to two contacts.

1. Call a contact.
2. When the contact answers, select the **Conference** softkey.

   The phone places the call on hold.
3. Enter another contact's number, select a contact from the directory, or select a contact from the call lists.
4. When the contact answers, select the **Conference** softkey.

   All call participants are added to a conference call.

Join Calls to Create a Conference Call

Join one active call and one held call into a conference call.

If you have an active call and one or more held calls, you can join the active call and one of the held calls into a conference call.

1. If you have multiple held calls, select the call you want to include in the conference call.
2. Select the **Join** softkey.

   The active call and selected held call join into a conference. If you have multiple held calls, the other held calls on the line remain held.

Hold a Conference Call

When you place a conference call on hold, the phone places all conference participants on hold.

- Select **Hold** .

Resume a Conference Call

Resuming a held conference call enables all participants to rejoin the call.

- Select **Resume** .

End a Conference Call

End an active conference call.

When you end a conference call, by default your connection to the call ends and the other participants in the conference remain in the call. Your system administrator can set up your phone so that all connections terminate when you end a conference call.

- During a conference call, select **End Call**.

Split a Conference Call

Splitting a conference call ends the conference and places the participants on hold in individual calls. You can then resume one of the held calls.

- During a conference call, select the **Split** softkey.

9 Shared Lines

All Edge E Series support multiple and shared lines. Your administrator can customize your phone to enable multiple shared lines.

Shared Line Limitations

Phones configured with shared lines have certain limitations.

The following features aren't available or have limitations on phones with shared lines:

- Your phone can be configured to enable forwarding incoming calls. See your system administrator.
- Ignoring or rejecting an incoming call on shared lines disables ringing only.
- Enabling Do Not Disturb on shared lines disables ringing only. A visual notification of the call prompts with the option to answer the call.

Answering Calls on Shared Lines

Incoming calls to a shared line cause all registered phones to ring. You can answer the call on any of the registered phones.

When you answer an incoming call, a green indicator light displays on the line key on all phones for the shared line.

Missed and Received Calls on Shared Lines

If no phones answer a shared line call, it displays as missed on all registered phones.

When one phone answers the call, no other registered phone displays call as missed. Your administrator can configure the phone to display answered shared line calls on the received calls list of all phones.

Hold a Call Privately on a Shared Line

You can hold a call privately on a shared line. The line displays busy status on the other phones on the shared line.

By default, when you hold a call on a shared line, all of the phones registered with that line display the call's held status. When your administrator enables Private Hold, the **Pvt Hold** softkey displays.

You can hold a call privately, transfer a call, or initiate a conference call without notifying others of the call's held state.

Check with your system administrator to find out if this feature is available on your phone.

1. During a call, press **More** > **Pvt Hold**.

   The call is held on your phone, and the line shows as busy on the other shared line users' phones.

2. When Private Hold is enabled, do one of the following to transfer a call or initiate a conference call:

   - To transfer a call or initiate a conference a call so that the other shared line users aren't notified of the call's held status, press the **Transfer** or Conference softkey on the shared line.
   - To transfer a call or initiate a conference so that the other shared line users are notified of the call's held status, press **Hold** before you transfer the call.

3. **Optional:** If you want to allow other users to resume the call, press the **Hold** key on screen or the **Hold** softkey to publicly hold the call.

10 Call Lists

Your phone enables you to view, sort, delete, and edit recent incoming and outgoing calls in the Call Lists. You can also clear all uploaded call and directory entries or restrict the phone from uploading them to the server.

Recent Calls

The **Recent Calls** list includes missed, received, and placed calls. Each list holds up to 100 entries.

The **Recent Calls** list displays all call types, with the most recent displaying first. From the list, you can

- sort, order, and filter calls
- delete calls from the list
- select a call record to view call details, and
- select a call record to automatically call a contact.

View Recent Calls

In the **Recent Calls** list, view a list of up to 100 missed, received, and placed calls.

- Do one of the following:

Sort Recent Call Entries

You can sort recent calls in ascending or descending order by time or contact name.

1. Do one of the following:
2. Select **More** > **Sort**.
3. Choose one of the following:
   - **Time**
   - **Name**
4. Under **Order**, choose one of the following:
   - **Ascending**
   - **Descending**

When you sort calls by time, **Ascending** sorts by oldest call first and **Descending** sorts by most recent call first.

Filter Entries by Call Type

When you filter calls, choose to display all calls or only missed, received, or placed calls.

NOTE: You can't save filtered call list results. If you filter your **Recent Calls** list so that only a certain call type displays, all call types display in the default filter the next time you display the list.

1. Do one of the following:
2. Select **Type**.
3. Choose one of the following:
   - **Missed Calls**
   - **Received Calls**
   - **Placed Calls**

View Call Details

You can view call details in the **Recent Calls** list.

1. Do one of the following:
2. Do one of the following:
   - Select the call record.
   - Navigate to the call record, and then select **Information**.

Edit a Recent Call Entry

You can edit a contact's phone number stored in your **Recent Calls** list before returning the contact's call.

1. Do one of the following:
2. Do one of the following:
   - Select the call record.
   - Navigate to the call record, and then select **Information**.
3. Select **Edit/Dial**.
4. Edit the number in the **Edit/Dial** field.
5. Press the **Save** softkey.

Delete a Recent Call Entry

Delete any recent call entry from the **Recent Calls** list.

1. Do one of the following:
   - Go to **Directories** > **Call Lists**.
   - Go to **Recent Calls**.
2. Do one of the following:
   - Select the call record.
   - Navigate to the call record, and then select **Information**.
3. Select **Delete**.

Save a Recent Call Entry

Save a **Recent Call** entry to the **Contact Directory**.

1. Do one of the following:
   - On the Home screen, press the **Directories** softkey, and then select **Call Lists**.
   - Go to **Menu** > **Recent Calls**.
2. Do one of the following:
   - Select the call record.
   - Navigate to the call record, and then select **Information**.
3. Select **Add to Contacts**.

Call Lists and Contact Settings

Delete contacts and call list entries and restrict your phone from uploading your call logs and contacts to the server.

Clear Call Logs and Contacts

By default, the phone stores your call logs and saved contacts. As desired, clear your personal history of stored call logs and contacts from the phone.

1. On the phone, go to **Settings** > **Basic** > **Clear Uploaded Calls/Directory**.
2. Select **Yes**.

Restrict Call Log and Contact Uploads

By default, the phone stores your call logs and saved contacts. If desired, restrict the phone from uploading your call logs and contacts to the server.

1. On the phone, go to **Settings** > **Preferences** > **Basic** > **Restrict Calls/Directory Upload**.
2. Select **Enable**.

11 Favorites and Buddy Lists

You can add the contacts you call most often to your Favorites list. You can use the Buddy list to monitor other users' status and presence.

Managing Favorites

Add contacts as favorites from the contact directory, designate an index number for favorites, view favorites on the *Home* or *Lines* screen depending on your phone, and delete favorites.

Favorites are the contacts in your contact directory that you call most often.

Add a Favorite

Add a contact to your **Favorites** list. Favorites display as speed dials on the lines screen.

NOTE: When you add a contact to your contact directory, the phone adds them as a favorite by default.

1. Do one of the following:
   - Go to **Directories**, and then select Contact Directory.
   - On the Lines screen, press a key for an available line (**+**).
2. Select a contact.
3. Select **Edit**.
4. Select **Favorite Index**, and then add a new number.

NOTE: If you enter an existing index number, a message displays that the favorite index already exists.

Reorder Favorites

Change the order your favorites display on the *Home* screen.

1. Go to **Directories** > **Contact Directory**.
2. In the **Contact Directory**, select a contact.
3. On the *Contact Information* screen, select **Edit** .

4. On the *Edit Contact* screen, select **Favorite Index** and enter a new favorite index number.

NOTE: If you enter an existing index number, a message displays that the favorite index already exists.

5. Select **Save**.

Move a Favorite to a Different Screen

On an Edge E400 Series phone, you can display a favorite contact on the primary screen or the secondary screen.

1. Do one of the following:
   - On the Lines screen, press and hold the line key next to the contact.
   - Go to **Directories** and select the contact from **Favorites** or the **Contact Directory**.
2. Select **Edit**.
3. Select **Location**, and then select **Primary** or **Secondary**.

NOTE: If you don't see the **Location** field, the service provider has control over the line key configuration for the phone. Contact your service provider for additional details or assistance.

The contact displays on the screen that you've selected.

Delete a Favorite

You can delete favorites to make room for new favorites.

1. Do one of the following:
   - On the *Home* screen, press and hold the line key next to the contact.
   - Go to **Directories**, select **Contact Directory** or **Favorites**, and then select a contact.
2. Select **Edit**.
3. From the *Edit Contact* screen, select **Favorite Index** and delete the favorite's index number.
4. Select **Save**.

Viewing Favorites

View favorites in the **Favorites** list on the **Directories** screen or on the **Home** or **Lines** screen. Favorites display consecutively according to their index number. The contact with the lowest number is displays first.

View Favorites on the Favorites List

View favorites in the **Favorites** list on the **Directories** screen.

1. Do one of the following:
   - On the **Home** screen, press the **Directories** softkey.

- Go to **Menu** > **Directories**.

2. Select **Favorites**.
3. Select a contact on the list to view details about that contact.

View Favorites on the Home Screen

You can view the details for a favorite from the *Home* or *Lines* screen.

1. Press the **Home** key to go the *Home* screen.
2. Pres and hold the line key next to a contact to view information about that contact.

Calling Favorites

Call favorite contacts from the Favorites list or from your Home or Lines screen.

Call Favorites from the Favorites List

You can call contacts directly from the Favorites list.

1. Navigate to **Directories** and select **Favorites**.
2. Select a contact from the list.
3. Press the **Dial** softkey.

Call Favorites from the Lines Screen

Call favorites from the Lines screen on your phone.

- Select a line key associated with a favorite on the *Lines* screen.

  The phone places a call to the favorite automatically.

Using Buddy Lists

A Buddy list is a list of users whose status or presence you can monitor.

Users can update their presence setting to a status such as **Be right back**, **Out to lunch**, or **Busy**, and you can view their status in real time from your Buddy list.

Add Contacts to Your Buddy List

Add contacts to your Buddy list if you want to monitor their status.

You can only add people to your Buddy list from your Contact Directory, so you must first add them to your Contact Directory before adding them to your Buddy list.

1. Go to **Directories** > **Contact Directory**.
2. In the **Contact Directory**, select a contact.
3. On the *Contact Information* screen, select **Edit** .
4. In the *Edit Contact* screen, select **Watch Buddy** > **Enabled**.

5. Select **Save**.

Updating Your Buddy Status

Poly phones enable you to sign into and update your presence status on your phone to let contacts know when you are busy or available.

You can update your status to one of the following:

- Online
- Busy
- Be right back
- Away
- On the phone
- Out to lunch
- Do not disturb

Your phone also sends certain status information automatically to the people watching you—such as if you are in a call, if you enabled Do Not Disturb on your phone, or if your phone is offline because you restarted it.

Update Your Buddy Status

You can update your status on your phone so that contacts can monitor your status from their phones.

Your updated status is displayed in the status bar on your phone, and your contacts are automatically notified of your new status.

NOTE: If your status is set to Do Not Disturb, when you enable then disable the Do Not Disturb feature on your phone, your status changes to Online.

1. Select **My Status** or navigate to **Settings** > **Features** > **Presence** > **My Status**.
2. From the **My Status** screen, select your desired status.

Automatically Update Your Buddy Status

You can enable your phone to automatically set your status to Away when your phone is idle for a certain length of time.

After you press a key on your phone, your status changes to Available again.

1. Go to **Menu** > **Settings** > **Basic** > **Preferences**.
2. Select **Presence** > **Idle Timeout**.
3. Enable **Office Hours** and **Off Hours**, and enter the number of minutes your phone should be idle before your status changes to Away.

Using the Watcher List

The Watcher list provides a list of contacts who can monitor your phone status.

View Your Watcher List

View the contacts who can monitor your phone status on the **Watcher** list.

1. Go to **Settings** > **Features** > **Presence**.
2. Select **Watcher List**.

Block Contacts from Viewing Your Status

Prevent someone from monitoring your phone by blocking the contact in your Contact Directory.

If a contact is unblocked, the contact can add you to their Buddy list and monitor you. When you enable this function, the contact can't watch your status, and the contact displays in your **Blocked List**.

1. In the **Contact Directory**, select a contact.
2. On the *Contact Information* screen, select **Edit** .
3. From the *Edit Contact* screen, select **Block Buddy** > **Enabled**.
4. Select **Save**.

View the Blocked Contacts List

Contacts who can't monitor your phone status are added to the **Blocked List**.

1. Go to **Settings** > **Features** > **Presence**.

   A list of contacts that can't monitor your status displays.
2. Select **Blocked List**.

Unblock a Contact

From the Blocked list, unblock contacts to enable them to monitor your phone status.

1. Go to **Settings** > **Features** > **Presence**.
2. Select **Blocked List**.
3. From the *Blocked List* screen, select a contact.
4. Select **Unblock**.

   The contact can now monitor your status and displays in the **Watcher** list.

12 Directories

All Poly Edge E Series phones support a Contact Directory and a Corporate Directory.

Using the Directories

Use the directories on your phone to view, call, and manage your contacts.

Add a Contact to the Contact Directory

When you add a contact to your contact directory, choose how much information you want to enter for your contact. The only required field in the contact directory is the *Contact* field (the contact's phone number). Your system administrator determines the available fields and options.

1. Do one of the following:
   - Go to **Directories** > **Contact Directory**.
   - On the Lines screen, hold and press a key for an available line (**+**).
2. In the **Contact Directory**, select **Add**.
3. On the *Add Contact* screen, enter your contact's phone number is the **Contact** field. All other fields are optional.

   You can provide the following information for each contact.

Table 12-1 Contact Information Options

Option	Description
First Name	Your contact's first name
Last Name	Your contact's family name
Contact	Your contact's phone number
Job Title	Your contact's position
Email	Your contact's personal or work email address
Favorite Index	An index number that allows your contact to display in your **Favorites** list.
Label	A label or title for your contact.
Ring Type	The ring type assigned to the contact.

Table 12-1 Contact Information Options (continued)

Option	Description
Outgoing Line	The line that speed dial calls use for your contact.
Divert Contact	The contact you want to divert calls from this contact to.
Auto Reject	Select whether to automatically reject calls from this contact.
Auto Divert	Select whether to automatically divert calls from this contact
Location	E400 Series only. Specify whether a favorite contact displays on the primary or secondary screen. The contact must have an assigned favorite index number.

4. Select **Save**.

Add Corporate Directory Contacts to the Local Directory

Add contacts in the corporate directory to the Contact Directory.

When you save a corporate directory contact to the Contact Directory, the first name, last name, and phone number of the contact automatically save to the directory. You can add additional contact information to the contact in the directory afterward.

1. In the **Corporate Directory**, search for a contact.
2. From the search results, choose the contact and select **View**.
3. Select **Save**.
4. **Optional:** Enter any additional contact information and select **Save**.

Accessing Mobile Contacts on Your Phone

You can access your mobile contacts on your desk phone by syncing them over Bluetooth.

- Your mobile contacts resync when your mobile phone disconnects and reconnects, and your contacts are updated in the Mobile Contacts directory.
- Mobile contacts are read only. You can't create or edit a mobile contact from your desk phone.
- When your mobile phone is disconnected, you can't view or access your mobile contacts. When your mobile phone reconnects, you can view or access your mobile contacts again.
- You can use a mobile contact as a speed dial by saving it to your desk phone's local contact directory. These contacts remain visible and accessible when your mobile phone is disconnected.

Pair Your Mobile Phone to a Poly Device

Pair your mobile phone to a supported Poly device in order to sync your contacts.

1. On your desk phone, go to **Main Menu** > **Bluetooth**.

NOTE: Your Edge E desk phone is discoverable only when the Bluetooth menu is open.

2. Connect your mobile phone to your desk phone by selecting **Bluetooth** on your mobile phone and follow your mobile phone's prompts.

3. Select **OK**.

Sync Contacts Using Bluetooth

Connect and sync your contacts for the first time.

Make sure that your mobile phone is already paired and connected with your desk phone. As soon as you pair and connect your mobile phone, a popup asks if you want to import your contacts.

1. From the **Home Screen**, select **Directories**.
2. In the Directories list, select **Mobile Contacts** > **Sync**.
3. When prompted, give permission on both devices to sync your mobile contacts with your desk phone.

NOTE: Not all mobile phones automatically prompt for contact access permission. In this case, you must give permission on your mobile phone manually.

4. On the **Mobile Contacts** screen select **Contacts**, **Favorites**, or both.

   Your contacts sync to your desk phone.

Access Mobile Contacts

You can access your synced mobile contacts in your desk phone's **Directories** menu.

1. From the **Home Screen** select **Directories**.
2. In the **Directories** list select **Mobile Contacts**.
3. Search for the required contact.

Delete Mobile Contacts

You can use several options to delete mobile contacts from your desk phone.

- Do one of the following:
  - Disconnect and unpair your mobile phone.

    NOTE: If you disconnect your mobile phone without unpairing it, any saved mobile contacts will be deleted after 30 days.

  - To manually delete your mobile contacts go to **Menu** > **Settings** > **Basic** > **Clear Calls/ Directory**.
  - Factory Reset your desk phone.

View Contact Information

View contact information for any contacts saved to the directory.

1. Go to **Directories** > **Contact Directory**.
2. In the **Contact Directory**, select a contact.

Update Contact Information

After you add a contact to the contact directory, update the contact's information.

1. Do one of the following:
   - On the Home screen, press the **Directories** softkey, and then select **Contact Directory**.
   - Go to **Menu** > **Directories** > **Contact Directory**.
2. In the **Contact Directory**, select a contact.
3. Do one of the following:
   - Select the contact.
   - Navigate to the contact, and then select **Information**.
4. On the contact information screen, select **Edit**.
5. On the *Edit Contact* screen, update the contact's information.
6. Select **Save**.

Delete a Contact from the Contact Directory

Delete any contact from the contact directory.

1. Do one of the following:
   - On the Home screen, press the **Directories** softkey, and then select **Contact Directory**.
   - Go to **Menu** > **Directories** > **Contact Directory**.
2. In the **Contact Directory**, select a contact.
3. Do one of the following:
   - Select the contact.
   - Navigate to the contact, and then select **Information**.
4. On the contact information screen, select **Delete**.

   A confirmation message displays.
5. Select **Delete** to delete the contact.

Searching the Directories

You can search the directories on your phone for contacts.

Search for Contacts

Search the contact directory for your desired contact.

1. Do one of the following:
   - On the Home screen, press the **Directories** softkey, and then select **Contact Directory**.

- Go to **Menu** > **Directories** > **Contact Directory**.

2. Select **Search**.
3. On the *Search* screen, enter information about the contact in the desired fields.
4. Select **Search**.

   Your contact list filters based on the text you've entered.

Searching the Corporate Directory

In the **Corporate Directory**, you can perform a quick or advanced contact search.

Search the Corporate Directory

Search for contacts in the corporate directory using either their first name or last name.

1. In the search field, enter your search criteria and select **Submit**.
2. Choose a contact and select **View** to view the contact's information.

Perform an Advanced Search of the Corporate Directory

An advanced search enables you to choose to search for contacts by first name, last name, or phone number.

1. Go to **Directories** > **Corporate Directory**.
2. In the **Corporate Directory**, select **AdvFind**.
3. In the search field, enter your search criteria and select **Submit**.
4. Choose a contact and select **View** to view the contact's information.

Save Corporate Directory Search Results

Save your last search results if you want to view them the next time you access the **Corporate Directory**.

1. Go to **Menu** > **Settings** > **Basic** > **Preferences**.
2. Select **Corporate Directory** > **View Persistency** and select **Enabled**.

Clear Corporate Directory Search Results

After you search for a contact, you can clear your search results and start a new search.

1. Select **Directories**. Then, select **Corporate Directories** > **Search**.
2. On the *Search* screen, select **Clear**.

Calling Contacts from Directories

On CCX business media phones, you can search for and call contacts in your Contact Directory, and the Corporate Directory.

Call a Contact from a Directory

Place a call to a contact directly from your directory.

1. Select **Directories**.
2. Select the directory that has the contact you want to call.
3. Select the contact.
4. Press the **Dial** softkey.

Call a Contact from the Directory Search Screen

You can search for and call contacts from the Search screen in your directory on your phone.

1. Go to **Directories** and select a directory.
2. Select **Search**, enter your contact's first or last name, and select **Search**.
3. Do one of the following:
   - Navigate to the contact, and then select **Dial**.
   - Select the contact. On the Contact Card, select **Dial**.

Automatically Reject Calls from a Contact

Send incoming calls from a particular contact directly to voicemail.

1. Go to **Directories** > **Contact Directory**.
2. Select a contact.
3. Select **Edit**.
4. On the **Edit Contact** screen, select **Auto Reject** > **Enabled**.
5. Select **Save**.

Calls from the contact go directly to voicemail when the contact calls.

13 Accessing, Sending, and Broadcasting Messages

Access, send, and broadcast a variety of message types.

NOTE: Your phone may not support all of the features described in this section. Check with your system administrator to find out which features are available on your phone.

Accessing Voicemail

Access the voicemail service if your phone has a new voicemail.

Your phone indicates when you have new voicemail in the following ways:

- The message icon displays with the number of new messages in the following locations:
  - On the *Home* screen
  - In the status bar
  - Next to the phone line on the *Lines* screen
- The message waiting indicator LED flashes
- The phone plays an audible alert

NOTE: Contact your system administrator or service provider for information on setting or changing your voicemail greeting.

Access Voicemail Messages

Check your voicemail in the **Message Center** on your phone.

NOTE: For information on remotely accessing your voicemail, contact your system administrator or service provider.

1. Go to **Messages**.
2. Select **Message Center**.
3. **Optional:** If you have multiple lines on your phone, select a line.
4. From the *Messages* screen, select **Connect** and follow the prompts to access your messages.

Remove the Message Alert

If you don’t want to listen to your message when you receive a new one, temporarily remove the message alert.

1. Go to **Messages**.
2. Select **Message Center**.
3. Select **Clear**.

   The phone removes all message indicators for approximately one to two hours.

Instant Messaging

Send and receive instant messages from your phone to other phones on your network.

Instant messaging is an optional feature. Contact your system administrator to find out if instant messaging is enabled on your phone.

Send Instant Messages

When you send a message, select a message from a preset list of short messages or use the dialpad or onscreen keyboard to enter a custom message.

1. Go to **Messages**.
2. Select **Instant Messages**.
3. If you have multiple lines on your phone, select a line.
4. From the **Instant Messages** screen, select the **New** softkey.
5. Enter a contact's phone number, URL, or IP address, then select **OK**.

   The phone number, URL, or IP address you enter displays on the screen.
6. Do one of the following:
   - Press **Select** to choose a prescripted message from the *Message Select* screen.
   - Select **Edit** to compose a custom message, then enter your message.
7. Select **Send**.

Read Instant Messages

Instant messages display in the order that your phone receives them.

1. Go to **Messages**.
2. Select **Instant Messages**.
3. **Optional:** If you have multiple lines on your phone, select a line.

   The first message that you receive displays.
4. Select the **Next** or **Previous** softkey to read additional messages, if available.

Reply to Instant Messages

After you read an instant message on your phone, send a reply to the message.

1. Go to **Messages**.
2. Select **Instant Messages**.
3. From the *Instant Messages* screen, select a message and select **Reply**.
4. Enter a message and select **Send**.

Delete Instant Messages

Delete old instant messages from your phone to reduce memory consumption.

1. Go to **Messages**.
2. Select **Instant Messages**.
3. Select a message and select **Delete**.

Broadcasting Messages with Group Paging

Group paging lets you send pages—one-way audio announcements—to contacts subscribed to a page group.

Your administrator can enable a broadcast mode called group paging mode. In this mode, you can broadcast one-way announcements to a specified group of phones, called a *paging group*.

Your system administrator can define up to 25 paging groups and assign a label to each group to identify the phones in the group, such as All, HR Dept, Shipping Staff, or Executives.

Each group has one of the following priorities:

- Normal: By default, broadcasts sent to groups 1 to 23 are considered normal broadcasts. By default, all phones are configured to receive broadcasts sent to group 1.
- Priority: By default, broadcasts sent to group 24 are considered priority broadcasts. A priority broadcast interrupts Normal broadcasts or active calls. All phones receive priority broadcasts unless you enable Do Not Disturb.
- Emergency: By default, broadcasts sent to group 25 are considered emergency broadcasts. An emergency broadcast interrupts normal broadcasts, priority broadcasts, and active calls. These broadcasts play out at near-maximum volume even if you enable Do Not Disturb.

To send and receive pages, subscribe to the paging groups. By default, you are subscribed to paging groups 1, 24, and 25, and you can send and receive pages to those paging groups. Contact your system administrator to find out which paging group you are subscribed to.

Send a Group Page

Send a page to a selected paging group.

You can’t send a page while you are in an active call.

1. In the *Lines* screen, select the **Paging** softkey.

2. In the *Paging Groups* screen, select a paging group.

NOTE: When you send a group page without selecting a page group, the phone automatically sends it to the default paging group (group 1).

3. Select **Page**.

   Just before the page starts, you hear an alert tone, then the page begins.

4. To end the page, select **End Page**.

Receiving Pages

How you receive a page depends on the priority of the page, whether you are in an active call, and whether your phone is set to receive a page during an active call.

You receive pages on the paging groups you are subscribed to as well as group 24 (priority pages), and group 25 (emergency pages). When you enable Do Not Disturb, you only receive emergency pages. Nonemergency pages don't display or play on your phone.

When you receive a page, the page always plays through the phone's speakerphone. You can't play a page through your handset or headset.

Listen to a Page During an Active Call

Pages received during an active call defer or automatically play, depending on the page priority.

Pages you receive during an active call don't interrupt the call. The phone plays audio from both the call and the page at the same time. When you receive a page during a call, the phone plays the pages based on the following settings:

- If configured by your administrator, standard priority pages play during active calls. Otherwise, the page displays on your phone as pending.
- Priority and emergency pages play immediately.

NOTE: If you adjust the volume of a normal, nonemergency page while it plays, the phone uses the adjusted volume for all subsequent nonemergency pages. However, only your system administrator can change the volume of an emergency page.

- Do one of the following:
  - For normal pages that play automatically during a call, hold the call to listen to the page.
  - For pending pages, select **Accept** or hold the call to listen to the page.

Receiving Pages When Not in an Active Call

When you receive a page and you aren't in an active call, the page immediately plays, regardless of the paging priority.

While a page plays, you can do the following:

- Hold the page.
- End the page. This ends the page at your phone only.
- Place a new call.

Group Paging Settings

Change your default paging group, update page group subscriptions, and enable pages to play during active calls on your phone.

NOTE: The features described in this section require access to the *Basic* settings menu on the phone. If your phone requires a password to access the *Basic* settings menu, contact your system administrator for assistance customizing your phone.

Change the Default Paging Group

Change the default paging group to a different group.

The default paging group is group 1. When you change the default paging group, the phone automatically subscribes to the group you select.

1. Go to **Settings** > **Basic** > **Preferences** > **Paging/PTT Configuration**.
2. Select **Group Paging** > **Default Group**
3. Select the new default paging group number.

Update Paging Group Subscriptions

Change the paging groups that your phone subscribes to.

By default, you are subscribed to paging groups 1, 24, and 25. You can't disable the subscriptions to paging groups 24 and 25 (priority and emergency broadcasts).

1. Go to **Settings** > **Basic** > **Preferences** > **Paging/PTT Configuration**.
2. Select **Group Paging** > **Group Subscriptions**.
3. From the *Group Subscriptions* screen, select the group you want to subscribe to.
4. Select **Yes**.

Play Pages During Active Calls

Configure the phone to play incoming pages during active calls. The page interrupts calls, and you can listen to both the audio of the call and the page simultaneously.

This setting is disabled by default. When disabled, your phone doesn't play pages while you are in a call, but holds them in a pending state instead.

1. Go to **Settings** > **Basic** > **Preferences** > **Paging/PTT Configuration**.
2. Select **Group Paging** > **Accept While Busy**.
3. Select **Enable**.

Broadcasting Messages with Push-To-Talk

The Push-To-Talk (PTT) feature enables you to transmit messages and listen to replies much like a walkie-talkie.

Your system administrator sets up the feature, defines up to 25 channels for PTT mode, and assigns a label to each channel that easily identifies the channel, such as All, HR Dept, Shipping Staff, or

Executives. By default, you're subscribed to Channels 1, 24, and 25. This means that you can send and receive PTT broadcasts on Channels 1, 24, and 25.

Each group or channel has one of the following priorities:

- Normal—By default, broadcasts sent to channels 1 to 23 are considered Normal broadcasts. If two users begin a broadcast on the same group/channel at the same time, the phone with the lower serial number continues to transmit while the other phone enters the receiving state. By default, all phones are configured to receive broadcasts sent to channel 1.
- Priority—By default, broadcasts sent to channel 24 are considered Priority broadcasts. A Priority broadcast interrupts Normal broadcasts or active calls. All phones receive Priority broadcasts unless Do Not Disturb is enabled. Phones play Priority broadcasts at the phone's current audio level.
- Emergency—By default, broadcasts sent to channel 25 are considered Emergency broadcasts. An Emergency broadcast interrupts Normal broadcasts, Priority broadcasts, and active calls and plays out at near maximum volume even if Do Not Disturb is enabled.

Send a PTT Broadcast

Choose a channel to broadcast on before you send a PTT broadcast or hold the **Talk** softkey to immediately begin broadcasting on channel 1 (the default channel).

While you send a broadcast, you can pick up the handset, press the **Speakerphone** key, or press the **Headset** key and continue speaking. You can also press the **Mute** key to mute your audio so the people receiving your broadcast do not hear anything. This behavior is similar to a phone call.

TIP: To automatically send a PTT broadcast on the default channel, press and hold **Talk**. After the transmitting beep, begin speaking.

1. Select **Talk**.
2. In the *PTT Channels* screen, choose one of the following channels:
   - Default channel
   - Most recent channel you sent a broadcast on
   - Other channels available for broadcast
3. Press and hold **Talk** to start the broadcast.

   IMPORTANT: Be sure to hold **Talk** throughout the entire broadcast.

   A transmitting beep plays, and the phone displays the channel information.
4. When you finish your broadcast, do one of the following:
   - Release **Talk**.

     The broadcast temporarily stops and enters a 10-second waiting period. During this period, the channel remains open to give others a chance to reply. At any time during the waiting period, you can resume your broadcast by pressing and holding **Talk**. If no one broadcasts during the waiting period, the channel closes and the broadcast ends.
   - Select **End PTT**.

You can immediately initiate another broadcast on another channel, even if the previous broadcast is in the waiting period.

Receiving PTT Broadcasts

How you receive a PTT broadcast depends on the broadcast priority, whether you are in an active call, and if your phone is set up to receive broadcasts during active calls.

NOTE: To receive a broadcast sent on a particular channel, you must subscribe to that channel.

When you enable Do Not Disturb on your phone, you receive only emergency broadcasts. Nonemergency broadcasts don't display or play on your phone.

Listen to a PTT Broadcast During an Active Call

How you handle a broadcast when you are in an active call depends on the broadcast priority and if your phone is set up to receive a broadcast when you are in an active call.

The following scenarios happens when you receive a broadcast during an active call:

- When your phone is set up to receive normal broadcasts during an active call, the broadcast immediately plays. You can listen to both the active call and the broadcast.
- When your phone isn't set up to receive broadcasts during active calls, the broadcast displays as a pending broadcast.
- When the broadcast is a priority or emergency broadcast, the broadcast plays immediately. You can listen to both the active call and the broadcast.

- Do one of the following:
  - For broadcasts that play automatically during a call, hold the call to listen to only the broadcast.
  - For pending broadcasts, select **Accept** or hold the active call.

Receiving PTT Broadcasts When Not in an Active Call

When you receive a broadcast and you aren't in an active call, the broadcast immediately plays, regardless of the broadcast priority.

When you adjust the volume of a nonemergency broadcast, your phone retains the adjusted volume for all subsequent nonemergency broadcasts. However, only system administrators can adjust the volume level of emergency broadcasts.

Reply to PTT Broadcasts

When a broadcast ends, the broadcast enters a 10-second waiting period. During this period, the channel remains open to receive or send additional broadcasts.

1. During the 10-second waiting period, press and hold **Talk**.
2. Begin talking.

   The phone sends the broadcast all people listening on the channel.

3. When you finish talking, release **Talk**.

   The broadcast enters another waiting period until someone broadcasts again. If no activity occurs within the waiting period, the channel closes and no more broadcasts can take place during this session.

End PTT Broadcasts

If you end an active PTT broadcast, it only ends the PTT for your phone. Phones that are still on the same PTT broadcast can still communicate with other phones using PTT.

- Do one of the following:
  - Release **Talk**.

    The broadcast enters a waiting period. You can initiate another broadcast on another channel when the waiting period ends.
  - Select **End PTT**.

    The broadcast ends. You cannot resume the broadcast by pressing and holding Talk on the same channel. You can immediately initiate another broadcast on another channel.

Push-To-Talk Settings

Update your PTT settings to change your default channel, update channel subscriptions, and enable broadcasts to play during active calls.

NOTE: The features described in this section require access to the Basic settings menu on the phone. If your phone requires a password to access the Basic settings menu, contact your system administrator for assistance customizing your phone.

Change the Default Channel

Update the default channel the phone uses to transmit PTT messages.

The default channel is channel 1. When you change the default channel, the phone automatically subscribes to the channel you select.

1. Go to **Settings** > **Basic** > **Preferences** > **Paging/PTT Configuration**.
2. Select **PTT Push to Talk** > **Default Channel**.
3. Select the new default channel number.

Update Channel Subscriptions

Subscribe to any channel that appears in your channels list. Your system administrator must enable the channel for it to appear in your list.

When you subscribe to a channel, you can send and receive PTT broadcasts on that channel.

1. Go to **Settings** > **Basic** > **Preferences** > **Paging/PTT Configuration**.
2. Select **PTT Push to Talk** > **Channel Subscriptions**.
3. In the **Channel Subscriptions** screen, select the channel you want to subscribe to.
4. Select **Yes**.

Play PTT Broadcasts During Active Calls

Enable PTT broadcasts to interrupt active calls so that you can listen to the audio of the call and the broadcast simultaneously.

This setting is disabled by default. When disabled, your phone doesn't play broadcasts while you are in a call, but holds them in a pending state instead.

1. Go to **Settings** > **Basic** > **Preferences** > **Paging/PTT Configuration**.
2. Select **PTT Push to Talk** > **Accept While Busy**.
3. Select **Enable**.

14 Pagination

Poly Edge E Series phones support pagination. Pagination enables you to add pages to the *Home* screen of your phone when you exceed the physical line key limit. Use the **Pagination** key to move between the pages and set the default page.

Move Between Pages

Use the **Pagination** key to move between the pages on your phone.

- On the *Home* screen, press the **Pagination** key.

  The pages move sequentially from page 1 to page 4.

Set the Default Page

The default page is the page that the phone returns to after 30 seconds of inactivity. The system default page is page 1, but you can set it to any page.

1. Press the *Pagination* key until you reach the page you want to set as the default landing page.
2. Press and hold the **Pagination** key to open the *Paginations Options* menu.
3. Select **Make "Page *N*" as Default**.

   The page you select becomes the default page. If you select page 2 or later, a white dot displays above the page indicator at the bottom of the screen. This dot doesn't display when page 1 is the default page.

Delete a Page

Delete a blank page that has been auto-appended.

You can delete a blank page that has been auto-appended on your Poly Edge E Series phone.

NOTE: You can only delete a page that is blank. If you have added speed dials to the page, you cannot delete the page.

1. Press the **Remove** line key .

   A message displays asking if you want to delete the page.

2. Do one of the following:
    - Select **Yes** to delete the page.
    - Select **No** to return to the *Home* page.

Re-add a Deleted Blank Page

You can re-add an auto-appended blank page that you've deleted.

1. Press and hold the **pagination** key.
2. Select **Add New Page**.

15 Wi-Fi and Bluetooth Connections

Connect to a wireless network and use Bluetooth devices with your phone.

The following models support Bluetooth:

- Poly Edge E220
- Poly Edge E320

The following models support Bluetooth and Wi-Fi:

- Poly Edge E350
- Poly Edge E450
- Poly Edge E550

The following models support Bluetooth:

- Poly Edge E220
- Poly Edge E320

The following models support Bluetooth and Wi-Fi:

- Poly Edge E350
- Poly Edge E450
- Poly Edge E550

Connecting to a Wireless Network

You can connect your Wi-Fi capable phone to a wireless network.

Enable Wi-Fi

You must enable Wi-Fi before connecting to a Wi-Fi network.

1. Do one of the following:
   - Go to **Menu** > **Wi-Fi**.
   - Go to **Menu** > **Settings** > > **Basic** > **Wi-Fi Menu**.

NOTE: Your system administrator determines the availability of these options.

2. Press the **Select** key to enable Wi-Fi, and then press **Save**.
3. Press **Reboot**.

After the phone reboots, it can connect to a wireless network.

Connect to a Wireless Network

After you enable Wi-Fi on your phone, connect to a wireless network.

1. Do one of the following:
   - Press the **Scan** softkey to scan for available networks and select one to enter information as required by the network's security settings.

     NOTE: For a WPA2-Enterprise network, select the correct authentication mode.

   - Press the **Other** softkey to manually enter network settings, including SSID, security type, and password.
2. Select **Connect**.

Update Wireless Network Settings

You can update settings for a saved wireless network.

- Do one of the following:
  - To change settings related to the current network, to re-attempt connection, or to forget/disconnect the network, select **Saved Network**.
  - To edit advanced network settings including IP settings, SSID, security options, and radio regulatory country domain, select **Advanced**.

Disconnect from a Wireless Network

To change wireless connections or switch to an Ethernet connection, disconnect from the current wireless network.

1. Select **Wi-Fi Menu**.
2. Select the connected wireless network SSID from the list.
3. Select **Disconnect**.

Remove a Saved Wireless Network

Remove any saved wireless network that is no longer necessary.

1. Select the connected wireless network SSID from the list.
2. Select **Forget**.

Using Bluetooth Devices on Your Phone

Pair and connect compatible Bluetooth devices such as mobile phones or headsets with your phone.

If your system administrator enables Bluetooth on your phone, you can pair Bluetooth devices to your phone:

- When you pair and connect a Bluetooth headset to your phone, you can use the headset to place, answer, and manage calls.
- When you pair and connect a smartphone to your phone, you can use your phone as a Bluetooth speaker to answer, end, or reject calls and to access the mobile phone directory.

NOTE: You can pair multiple devices to your phone, but only one device will connect at a time.

NOTE: Your Edge E is discoverable only when the Bluetooth menu is open.

Enable Bluetooth

Enable Bluetooth on your phone through the local interface. However, if your administrator disables Bluetooth, this option isn't available.

1. Do one of the following:
   - Go to **Menu** > **Bluetooth**.
   - Go to **Settings** > **Basic** > **Bluetooth Settings**.
2. Select **Bluetooth**, and then select **On**.

Pair a Bluetooth Device

When your system administrator has enabled Bluetooth on a supported Edge E Series phone, you can pair your phone to a Bluetooth-enabled device.

You can pair multiple Bluetooth devices to your phone, but only one device will connect at a time.

NOTE: Your Edge E is discoverable only when the Bluetooth menu is open.

1. Do one of the following:
   - Go to **Menu** > **Bluetooth**.
   - Go to **Settings** > **Basic** > **Bluetooth Settings**.
2. Select **Manage Devices**.
3. Select **Scan**.
4. Select your device from the list.
5. Select **Pair**.
6. If required for your device, do the following:
   a. Verify that the Bluetooth pairing code matches on your phone and your device.
   b. Select **Pair** on your device.
7. Select **Accept** on your phone.

   Your phone attempts to connect to the newly paired device:

   - If no other devices are connected, the new device automatically connects.

- If a device of the same type is already connected, the existing device disconnects and the new device connects.
- If a device of a different type is already connected, the desk phone prompts you to confirm that you want to disconnect the existing device and connect to the new device.

Pair an Android Device Using NFC

You can use NFC to pair an NFC-capable Android mobile device to a Bluetooth-enabled Edge E Series phone.

NOTE: Apple devices don't support Bluetooth pairing with NFC.

1. Enable NFC on your device.
2. On your phone, enable Bluetooth and make it discoverable. For more information, see Enable Bluetooth on page 86.
3. Tap and hold your device for two seconds to the center of the display on your phone.
4. Accept the pairing requests on your device and on your phone.

   Your phone displays a message your phone and device are paired.

Connect a Paired Bluetooth Device

When your system administrator has enabled Bluetooth on a supported Edge E Series phone, you can connect your phone to an already paired Bluetooth-enabled device.

You can pair multiple Bluetooth devices to your phone, but only one device will connect at a time.

1. Do one of the following:
   - Go to **Menu** > **Bluetooth**.
   - Go to **Settings** > **Basic** > **Bluetooth Settings**.
2. Select **Manage Devices**.
3. Select a paired device from the list.
4. Select **Connect**.

Using a Smartphone with Your Phone

Use your Edge E phone to handle call controls for a paired smartphone.

You can pair up to two smartphones to your Bluetooth-enabled Edge E Series phone. However, you can only connect and use one smartphone at a time for call control .

Check with your system administrator if you don't see the Bluetooth options on the phone.

Managing Calls with Your Smartphone

You can answer, reject, and end smartphone calls using your Edge E Series phone.

NOTE: You can’t place smartphone calls from your Edge E Series phone.

When you pair and connect your smartphone with your Edge E Series phone, you can perform the following tasks:

- Use the Edge E Series phone to handle calls, including muting the microphone and adjusting the call volume.
  Control the volume of not only active calls but also any audio played on the Edge E Series phone.
- Answer an incoming call.
- Reject an incoming call.
- End an active call from your phone or a connected smartphone.

Disconnect or Unpair a Connected Bluetooth Device

Disconnect a Bluetooth device when you no longer need to use it. Remove a device to unpair it so it's no longer in the **Bluetooth** menu.

1. Do one of the following:
   - Go to **Menu** > **Bluetooth**.
   - Go to **Settings** > **Basic** > **Bluetooth Settings**.
2. Select **Manage Devices**.
3. Select your connected device from the **Managed Devices** screen.
4. Select **Disconnect** or **Remove**.

16 Headsets

Connect a Bluetooth or USB headset to your phone to place and answer calls. You can also use electronic hookswitch (EHS).

Headset memory mode

By default, headsets connected using the analog RJ-9 port on the back of the phone aren't automatically recognized by the phone. The default audio path for answered calls remains the handset.

When headset memory is enabled and active, starting a new call or answering a call using the softkeys on your phone automatically uses the headset audio channel for the call.

The headset button flashes as a reminder that headset memory is active. To disable this flash, review the Disable the Headset Key LED in Headset Memory Mode section in the Poly Edge E Series Phones Administrator Guide.

Enable headset memory mode

When using the headset memory mode feature, enable your phone to automatically use your analog headset for all incoming and outgoing calls.

NOTE: This procedure applies only to analog headsets using the RJ-9 port. The phone detects USB and Bluetooth-connected headsets and adopts the same headset memory behavior.

1. Go to **Menu** > **Settings** > **Basic** > **Preferences**.
2. Select **Headset** > **Headset Memory Mode** and select **Enabled**.
3. Press the **Headset** key twice.

   The **Headset** key blinks to indicate that headset memory mode is activated. All calls placed or answered on your phone use your analog headset automatically.

Connecting a USB Headset

After you connect a headset to your phone, you can set up your phone to use the headset automatically when answering and placing calls.

Your phone does the following behavior when you connect to analog and USB headsets:

- When you connect and use a USB headset, the headset key glows green.
- When you connect and use both an analog and a USB headset, the phone automatically uses the USB headset for all calls.
- When you connect two USB headsets, the phone automatically uses the headset you connected first for all calls.

NOTE: If your phone doesn't detect a USB headset when you attach it to your phone, the USB port on your phone may be disabled. Contact your system administrator.

Poly Headset Settings

When you connect a supported Poly USB headset to your Poly Edge E Series phone, access settings in the *PLT Hub* menu.

You can access the following headset settings from the **PLT Hub** menu when you connect a Poly headset to the phone:

- General Settings
- Ringtone & Volume Settings
- Wireless Settings
- Softphone Settings
- Audio Tuning Settings
- Advanced Settings
- Restore Defaults settings

Set the Answering Call Alert

You can configure the headset to alert you on incoming calls to the phone.

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **General**.
   - Go to **PLT Hub** > **General**.
2. Select **Answering Call Alert**.
3. Select **On** to enable the call alert and **Off** to disable the call alert.

Set the Mute On or Off Alert

You can set the headset to notify you when the headset's microphone is muted. You can choose to hear a voice alert, a single tone, or a double tone.

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **General**.
   - Go to **PLT Hub** > **General**.

2. Select **Mute On/Off Alert**.
3. Select one of the following alerts:
   - **Voice**
   - **Single Tone**
   - **Double Tone**

Set the Mute Reminder

You can set the headset to notify if the headset's microphone is muted in an active call.

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **General**.
   - Go to **PLT Hub** > **General**.
2. Select **Mute Reminder**.
3. Select one of the following reminders:
   - **Off**
   - **Audible Reminder**
   - **On-Screen Reminder**
   - **On-Screen & Audible Reminders**

Set the Mute Reminder Interval

You can set the headset to notify at set intervals when you are on mute.

You must set **Mute Reminder** to **Audible Reminder** to use the mute reminder interval option.

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **General**.
   - Go to **PLT Hub** > **General**.
2. Select **Mute Reminder Interval**.
3. Choose the mute interval time frame.

Set the Volume Level Indicator Tones

You can set the headset to play a tone when you increase or decrease the volume to any level or to play a tone when the volume has reached the minimum and maximum level.

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **Ringtone & Volume**.
   - Go to **PLT Hub** > **Ringtone & Volume**.
2. Select **Volume Level Tones**.

3. Select one of the following options:
   - **At Every Level**: Hear a tone every time you increase or decrease the volume.
   - **Minimum & Maximum Only**: Hear a tone only when you hit the minimum or maximum volume level.

Adjust the Headset Speaker Bass and Treble

You can adjust the bass and treble settings for the headset speaker from your Edge E Series phone.

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **Audio Tuning**.
   - Go to **PLT Hub** > **Audio Tuning**.
2. Select **Speaker**.
3. Adjust the bass settings:
   a. Select **Bass Equalizer**.
   b. Press **Up** or **Down** to adjust the settings.
4. Adjust the treble settings:
   a. Select **Treble Equalizer**.
   b. Press **Up** or **Down** to adjust the settings.

View Voice Visual Feedback

You can view the graphical representation of the audio from your Edge E Series phone.

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **Audio Tuning**.
   - Go to **PLT Hub** > **Audio Tuning**.
2. Select **Microphone**.
3. Select **Voice Visual Feedback**.

Record and Play the Call

You can record the call, stop, and play the recording to test your microphone.

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **Audio Tuning**.
   - Go to **PLT Hub** > **Audio Tuning**.
2. Select **Microphone**.
3. Select **Record and Play**.
   a. Select **Record** to start recording the voice.

b. Select **Stop** to stop recording.

c. Select **Play** to listen to the recorded voice.

d. Select **Back** to return to the previous page.

NOTE: Once you press **Back**, the recorded audio deletes automatically.

Adjust the Microphone Gain

You can adjust the headset microphone gain from your Edge E Series phone.

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **Audio Tuning**.
   - Go to **PLT Hub** > **Audio Tuning**.
2. Select **Microphone**.
3. Select **Gain**.
4. Press **Up** or **Down** to adjust the settings.

Set the Dial Tone

You can set the dial tone of the soft phone mode to alert for an outgoing call.

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **Softphone**.
   - Go to **PLT Hub** > **Softphone**.
2. Select **Dial Tone**.
3. Select **On** to enable the dial tone and select **Off** to disable dial tone.

Set the Decibel Spike Limit

You can limit the decibel spike threshold on the headset to eliminate sudden loud and acoustic sounds.

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **Advanced**.
   - Go to **PLT Hub** > **Advanced**.
2. Select **Anti-Startle**.
3. Select one of the following:
   - **Off**: Headset limits the sound level to 118 dBA.
   - **G616**: Protects from acoustic shock and limits the sound levels to 102 dBA.

Set the Decibel Threshold Limit

You can limit how loud the sound levels can become. If you disable this setting, the headset limits the sound level to 118 dBA.

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **Advanced**.
   - Go to **PLT Hub** > **Advanced**.
2. Select **Noise Exposure**.
3. Select one of the following:
   - **No Limiting**
   - **Limited at 80 dBA**
   - **Limited at 85 dBA**

Set the Hours on Phone Per Day

You can set the headset with the number of hours on the phone per day to optimize the decibel limits.

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **Advanced**.
   - Go to **PLT Hub** > **Advanced**.
2. Select **Hours on Phone Per Day**.
3. Select the number of desired hours.

Restore Default Settings

You can restore the headset default settings from your Edge E Series phone.

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **Restore Defaults**.
   - Go to **PLT Hub** > **Restore Defaults**.
2. Select **Yes**.

Using Bluetooth Headsets

If your system administrator has enabled Bluetooth capability for your phone, you can use a Bluetooth headset to handle calls.

When a Bluetooth headset is connected and in use, the **Headset** key glows green. If you have multiple types of headsets connected to your phone, the phone automatically uses the Bluetooth headset for all calls.

When you turn the headset off, the headset is no longer connected but remains paired to your phone. When you turn the headset back on, the headset is reconnected.

This section provides you with information on how to enable Bluetooth, how to pair and connect your Bluetooth headset, how to use your Bluetooth headset with your phones, and how to disconnect and remove your headset.

Pair a Bluetooth Headset to Your Phone

Pair a Bluetooth headset to your phone and use it as the default audio device for all calls and conferences.

You can pair up to ten Bluetooth headsets with your phone. However, you can only connect and use one Bluetooth headset at a time.

1. Put your Bluetooth headset in pairing mode.
2. Do one of the following:
   - Go to **Settings** > **Basic** > **Bluetooth**.
   - Go to **Menu** > **Bluetooth**.
3. Select **Manage Devices**.
4. Select **Scan**.
5. Select your headset from the list and select **Pair**.

Managing Calls with Your Bluetooth Headset

Manage calls with controls in a connected Bluetooth headset.

The phone supports the following tasks through a connected Bluetooth headset:

- Use the headset to handle calls, including muting and adjusting the call volume.
- Switch to handset or speakerphone mode during a headset call by picking up the handset or pressing the **Speakerphone** key .
- If supported, press the call button on the headset to answer an incoming call or to end an active call.

Poly Fast Pair

The Poly Fast Pair feature enables you to quickly pair a supported Bluetooth headset to a supported phone.

The following headsets support Poly Fast Pair:

- Poly Voyager Focus 2 (software version v787.4266 or later)
- Poly Voyager 4320 (software version v646.2725 or later)
- Poly Voyager Free 60 (software version v633.2691 or later)

NOTE: Be sure to update your headset's firmware before attempting to use Poly Fast Pair.

The following Edge E Series models support Poly Fast Pair:

- Edge E220
- Edge E320
- Edge E350
- Edge E450

- Edge E550

Connect a Headset With Poly Fast Pair

Use Poly Fast Pair to quickly connect a supported headset to a supported Poly Edge E Series phone.

Be sure you are using a supported headset and an Edge E phone that supports Bluetooth. For more information, see Poly Fast Pair on page 95.

1. Be sure your headset is in pairing mode. For more information, see your headset documentation.
2. Be sure you are within approximately 0.91 m (3 ft) of your phone.

   The phone detects the headset and displays an image of the headset. If the detection screen doesn't display immediately, confirm that your headset is in pairing mode and that you are close enough to your phone.
3. Select **Connect**.

   The phone displays a confirmation screen with an image of the headset and a battery status indicator.
4. Select **Done**.

   On the home screen, the **Bluetooth headset connected** icon displays in the status bar.

Cancel Poly Fast Pair

You can cancel Poly Fast Pair if you don't want to pair your headset.

1. Do one of the following:
   - Select **Dismiss** on the headset detection screen.
   - Select **Cancel** on the **Connecting** screen.

   The phone displays the following message, but you can manually pair the device at any time:

   Fast pairing for this headset will be ignored for 10 minutes.
2. Select **OK**, or select **Back** to return to the headset detection screen.

Enable Headset Echo Cancellation

In some cases when you are using your headset during a call, your contacts may experience audio or echo issues, such as feedback of your voice or of their own voice. Enable the echo cancellation feature on a supported headset to fix the issue.

1. Go to **Menu** > **Settings** > **Basic** > **Preferences**.
2. Select **Headset** > **Echo Cancellation** and select **Enabled**.

Using Electronic Hookswitch

When you use a headset that supports electronic hookswitch (EHS), you can place, answer, and end calls by using the controls on your headset.

NOTE: Some TTY devices can use EHS to interface with the phone. See your TTY device documentation for more information.

For EHS, use a headset that includes a serial control interface in addition to the standard analog headset jack (RJ-9) interface. The serial control interface requires an EHS adapter that you can purchase from your headset manufacturer.

Headsets that support EHS include a base unit that connects to your phone. The headset connects to the base unit wirelessly, which enables you to use your headset even if you're some distance away from your phone. Typically, you can work wirelessly up to 91 m (300 ft) from your phone and still use the EHS controls. Check your headset's user guide for the precise range restrictions.

For a list of compatible headsets, see the Headset Compatibility Guide .

Setting the Headset Base Unit Options

Before you connect your headset to your phone and use EHS, you may need to set certain settings.

Configure the following options for your specific headset model:

- For Poly headsets, change the coarse receive level to **3** and the transmit level to **B** on the headset base unit. For details, refer to the guide that comes with your headset.
- For Jabra headsets, change the headset mode to **DHSG** on the headset base unit. For details, refer to your headset documentation or contact Jabra support.
- For Sennheiser headsets, set the first DIP switch labeled **1** (DHSG) to the down position on the back of the headset base unit. For additional details, see your headset's documentation or contact Sennheiser support.

Enable Electronic Hookswitch

After you set the base unit options for your headset and connect your headset to your phone, you can enable EHS.

1. Connect your headset and EHS adapter to your phone.

   See the *Quick Start Guide* for your phone at Poly Support for information on connecting a headset to your phone.

2. Go to **Menu** > **Settings** > **Basic** > **Preferences**.
3. Select **Headset** > **Hookswitch Mode**.
4. Select one of the following modes for your specific headset:
   - Choose **Regular Mode** (default) if another headset is attached.
   - Choose **Jabra** if an EHS-compatible Jabra headset is attached with an EHS cable or adapter.
   - Choose **Poly** if an EHS-compatible Poly headset is attached with an EHS cable or adapter.
   - Choose **Sennheiser** if an EHS-compatible Sennheiser headset is attached with an EHS cable or adapter. If your phone doesn't have a menu selection for Sennheiser, select **Jabra** instead.

Change the Headset Mode

To control your phone using your headset, the headset must be in softphone mode.

Headsets that come with a docking station have two modes: softphone and desk phone mode. If you can't operate the phone from your headset, it's possible that your headset is in desk phone mode.

- Press and hold the headset hookswitch until you hear a sound or message on the headset.

Controlling Calls with Electronic Hookswitch

Certain connected headsets offer functions to control calls with Electronic Hookswitch.

After you have followed the procedures for connecting your headset and enabled EHS, you can use the controls on your headset to answer, mute, and end calls. If it's supported on your headset, you can also place calls on hold. See your headset's user documentation for information on controlling calls from your headset.

When you are in an active call and you receive an incoming call, you can't use the hookswitch control on your headset to place the active call on hold and answer the incoming call. Pressing the hookswitch control on the headset ends the active call and answers the incoming call. To place the existing call on hold and answer the incoming call, answer the call on your phone.

Disconnect Electronic Hookswitch

To disconnect or change your headset, properly detach your headset from your phone.

1. Go to **Menu** > **Settings** > **Basic**.
2. Select **Headset** > **Hookswitch Mode**.
3. Select **Regular Mode**.
4. Remove the EHS adapter from the serial port on the back of the phone.

17 Connecting Other Devices

You can connect other devices to your phone, including smartphones and PCs.

Poly Computer Audio Connector

The Poly Computer Audio Connector is an application that enables you to play computer audio through your Edge E Series phone and use your phone as a microphone.

When you use the pause button in the Poly Computer Audio Connector application, the computer stops using the phone as both a speaker and microphone. It doesn't pause the audio on your computer.

Download and Install the Poly Computer Audio Connector

Download and install the Poly Computer Audio Connector application on a Microsoft Windows 10 computer to pair your phone with the computer.

1. Go to the Poly Support page.
2. Open the support page of the phone model you are deploying.
3. Locate and download the **Poly Computer Audio Connector** application.
4. Unzip the downloaded file and double click the `Poly Computer Audio Connector.msi` file.
5. Select **Agree and Install**.
6. Follow the steps in the installation wizard to complete the installation.

If you don't choose to open the Poly Computer Audio Connector application during the installation process, you must start the application before connecting your phone to your computer.

Pair Your Phone and Computer

By default, your phone automatically pairs with your computer when you connect it to a computer running the Poly Audio Connector application to the phone's PC Port via Ethernet cable.

To pair with a phone when the computer isn't directly connected to the phone's PC port, you must pair manually. If you aren't able to pair the computer when it's directly connected to the PC port, then the PC port may be disabled. Contact your system administrator.

1. Do one of the following:
   - If enabled on your phone's *Home* screen, select **Audio Connector**.

- On your phone, go to **Settings** > **Features** > **Audio Connector PC Pairing**.

2. Select **Pairing Mode**.
3. Select **Manual**.

   A pairing code displays on your phone.
4. On your computer, start the **Poly Computer Audio Connector** application.
5. Right-click the icon in the notification area and select **Pair**.
6. Enter the pairing code shown on the phone into the dialog box on your computer.
7. Select **Pair**.

   If you entered the pairing code correctly, a dialog box indicating that the computer successfully paired with the phone displays on your computer and the Edge E Series-paired icon displays in the system tray.

Regenerate a Pairing Code

Regenerate the code for manually pairing your phone with your computer if you have issues with the code.

1. On the *Audio Connector PC Pairing* screen on the phone, select **Pairing Mode**.
2. Select **Auto**, then select **Manual**.

CSTA Lines

When your administrator configures your phone to use user agent Computer Supported Telecommunications Applications (uaCSTA) with a CSTA server, you can remotely control the phone and access phone services using a computer telephony integration (CTI) application on your computer.

If your administrator registers a CSTA line, you will see an icon and a default label **CSTA**. If the CSTA line isn't registered, an icon shows that the line is unregistered.

No call actions are available to you on a CSTA line. When you select a CSTA line, a message displays stating that no action is available.

18 Phone Applications

Poly phones can support optional applications configured by your system administrator.

Ask your system administrator if your phone supports any of the applications discussed in this section.

NOTE: Some of the features described in this section require access to the *Basic* settings menu. If your phone requires a password to access the *Basic* settings menu, contact your system administrator for assistance.

Using the Calendar

When connected to Microsoft Exchange Server, you can view and join meetings scheduled in Microsoft Outlook from your phone.

Enter Your Microsoft Exchange Login Credentials

Your phone uses your login credentials to access the Microsoft Exchange server and other configured applications.

1. Go to **Settings** > **Basic** > **Exchange Sign in**.
2. Select **Login Credentials**.
3. Enter your domain, user name, and password.
4. Select **Submit**.

Log In to Exchange Using Web Sign-in

If your administrator enables Exchange calendaring, log in to display and join meetings on your phone.

1. Go to **Settings** > **Basic** > **Exchange Sign in**.
2. Select **Web Sign-in** and enter the provided URL into a browser.
3. Enter the code into the **Code** field and select **Next**.
4. Choose your account or enter your login credentials.

   The *Web Sign-in* screen disappears and your phone returns to the home page.

Open the Calendar

Access the calendar from the *Meetings* screen, the *Home* screen, or the *Call* screen.

- Do one of the following:
  - On the *Meetings* screen, select a meeting.
  - Go to **Menu** > **Calendar**.

Display Meeting View on the Calendar

Meeting view displays the details for a chosen meeting.

From Meeting view, you can view the meeting's start and end time, location, organizer, required attendees, and meeting description; view meeting numbers that you can call to join meetings; and join meetings.

- Do one of the following:
  - From **Day** view, select a meeting.
  - From **Month** view, select a date and select a meeting.

View Meeting Details

You can view meeting details on the calendar, including start time, end time, participants, and notes.

1. On the *Calendar* screen, select a meeting.
2. View the meeting details including location, organizer, time, date, and notes.

Join a Meeting from the Calendar

The *Calendar* screen lists all upcoming meetings.

1. Select **Menu** > **Calendar**.
2. Select the meeting and select **Join**.

   If the **Join** button isn't available, select the **More Actions** drop-down menu, choose the meeting number, and complete the sign-in steps.

Navigating the Web

Use the phone to browse the web.

The phone supports the following browsers:

- Web Browser—Enables you to search and view web pages

The Web Browser is an interactive browser. Use the Web Browser to search the Internet and view web pages. From the Web Browser, you can select hyperlinks, enter information into text boxes, and scroll through web pages. There are scrolling indicators on the screen indicating your position on the web page.

Browser Navigation Soft Keys

The navigation soft keys in the Web Browser enable you to view previous web pages, refresh the current page, return to the browser's Home page, or return to your phone's Home screen.

The following table lists the navigation soft keys that display in the Web Browser.

Table 18-1 Navigating the Web Browser

Icon	Action
	Returns to the previous web page.
	Refreshes the current web page.
	Returns to the browser's home page.
	Navigates to and highlights the next web object.
	Navigates to and highlights the previous web object.
	Exits the Web Browser and returns to the phone's Home screen.

Open the Web Browser

When you open the Web Browser, a toolbar with navigation and editing soft keys display for three seconds along the bottom of the screen.

Use the navigation and editing soft keys to navigate between web pages and enter information into text boxes in the Web Browser.

- From the **Home** screen, select **Applications**.

19 Cisco BroadWorks Features

Certain features are available when your administrator configures your phone with Cisco BroadWorks.

Parking and Retrieving Calls on the Cisco BroadWorks Server

When your phone is registered with a Cisco BroadWorks server, use Call Park to park a call directly to a contact's line.

Call Park is different from call hold in that the call is parked on another contact's line, which enables you to continue using your phone to place other calls. Call Park is also available for shared lines. Check with your system administrator to find out if this feature is available on your phone.

Park a Call

Park a call directly on a contact's line. When you park a call, the call moves from your phone to the other contact’s phone.

When you park a call, the phone notifies the call park recipient that the call is parked using the following indicators:

- The **Call Park** (P) icon displays on the line appearance or monitored lines.
- A **Call is parked** message displays in the status bar.
- An audio notification plays, if enabled by your system administrator.

NOTE: Audio notifications are not available for BLF monitored contacts.

The **Call Park** (P) icon also displays for shared lines, monitored contacts, and for lines and monitored contacts on connected expansion modules.

- During a call, press **Hold** and dial ***68** plus the contact’s line extension.

  For example, dial `*684144`.

Retrieve a Parked Call

When someone parks a call on your line, the status message and the Call Park icon display on your phone until you retrieve or ignore the parked call or the parked caller ends the call.

If a parked call is not answered after a period of time, which is set by your system administrator, the call is returned to the parker—the person who parked the call. If the parker answers the returned call, the parked call is removed from the parked extension. If the parker rejects the returned call, the

parked call remains on the parked extension until the call is returned to the parker and answered or the parked caller ends the call.

1. Press and hold the line key with the parked call.

   The **Park Info** soft key is displayed.

2. Press the **Park Info** soft key.

   The **Parked Call** screen is displayed.

3. Press **Retrieve**.

Retrieve a Parked Call on Another Phone

You can retrieve a parked call from any phone within your network.

When a parked call is retrieved by a contact monitoring your line, the Call Park icon Ⓟ and status message is removed from the line.

- Press **New Call** and dial ***88** and the extension the call was parked on.

  For example, dial **884144*.

Ignore a Parked Call

You can choose to ignore a parked call instead of retrieving the call.

Ignoring the parked call removes the parked call icon, but the call remains parked on your line until the call is retrieved, the retrieval time expires, or the call is ended.

1. Press and hold the line key with the parked call.

   The **Park Info** soft key is displayed.

2. Press the **Park Info** soft key.

   The **Parked Call** screen is displayed.

3. Press **Ignore**.

   The phone exits the Parked Call screen, and the Call Park icon Ⓟ and status message is removed from the line.

Managing Calls Remotely with Cisco BroadWorks Server

Manage calls to your line remotely using the BroadWorks Anywhere or Remote Office features.

When you register your phone with a BroadWorks server and sign in to UC-One, you can manage calls to your line remotely.

You can handle any incoming calls to your office phone on other phones or mobile devices. Move calls from your mobile device to your desk phone without ending the call.

Check with your system administrator to find out if these features are available on your phone.

Managing Calls with UC-One BroadWorks Anywhere

BroadWorks Anywhere is a UC-One feature that enables you to use one phone number to receive calls on your desk phone, mobile phone, or home office phone and place calls from any of these phones using one number.

BroadWorks Anywhere also enables you to move calls between your desk phone and mobile phone as well as perform any additional functions, such as intercom calls that you would make from your desk phone.

Contact your system administrator or service provider for more information on using BroadWorks Anywhere.

Enable BroadWorks Anywhere

Enable BroadWorks Anywhere (BWA) to add locations that act as duplicates of your desk phone. Once you enable and configure BWA, you can manage calls from any of your added locations.

NOTE: The phone supports up to 10 phone numbers added as BWA locations for each registered line.

You can save a location name, primary number, and alternate number for each location you add. When you add a location, you can also choose to enable the following settings:

- Diversion Inhibitor—Determines if you need to enable diversion inhibitor when extending a call to the remote BWA location.
- Answer Confirmation Required —Requires confirmation when a remote location answers a call.
- Call Control—Determines if the BWA location or the BroadWorks server handles the call control.

1. Do one of the following:
   - Select **UC-One** on the *Home* screen.
   - Go to **Settings** > **Features** > **UC-One Call Settings**.
2. Select a line.
3. Select **BroadWorks Anywhere** and press **Add**.
4. Enter information for the **Status**, **Name**, **Primary Number**, and **Alt. Number/SIP URI** fields, if applicable.
5. Choose the settings you want to enable.
6. Select **Save**.

Edit BroadWorks Anywhere Locations

After you enable BroadWorks Anywhere and add locations on phone, you can edit the added locations.

1. Do one of the following:
   - Select **UC-One** on the *Home* screen.
   - Go to **Settings** > **Features** > **UC-One Call Settings**.
2. Select a line.

3. Select **BroadWorks Anywhere** and select a location.
4. Edit the selection.
5. Select **Save**.

Disable BroadWorks Anywhere Locations

When you return to the office or want to stop remotely managing your calls, you can disable BWA locations.

1. Do one of the following:
   - Select **UC-One** on the *Home* screen.
   - Go to **Settings** > **Features** > **UC-One Call Settings**.
2. Select a line.
3. Select **BroadWorks Anywhere** and select a location.
4. Select **Status** > **Disabled**.
5. Select **Save**.

Remove BroadWorks Anywhere Locations

You can choose to remove BroadWorks Anywhere locations that you do not want to manage remote calls from anymore.

1. Do one of the following:
   - Select **UC-One** on the *Home* screen.
   - Go to **Settings** > **Features** > **UC-One Call Settings**.
2. Select a line.
3. Select **BroadWorks Anywhere** and select a location.
4. Select **Delete**.

Managing Calls with UC-One Remote Office

With the Remote Office feature, you can forward all incoming calls to a remote office number, such as your mobile or home office number.

Remote Office allows you to use your mobile or home phone as your office phone. Answer your office phone calls from your mobile device or home phone. Calls from your remote office number display your office number on the recipient's caller ID.

For more information on using Remote Office, contact your system administrator or service provider.

Add a Remote Office Number

You can add one number only as your remote office number.

1. Do one of the following:
   - Select **UC-One** on the *Home* screen.

- Go to **Settings** > **Features** > **UC-One Call Settings**.

2. Select a line.
3. Select **Remote Office**.
4. Enter your remote office number and press **Enabled**.
5. Select **Save**.

   All calls made to your desk phone forward to the remote office number.

Disable Remote Office

When you return to the office or want to stop forwarding your calls, make sure you disable Remote Office.

1. Do one of the following:
   - Select **UC-One** on the *Home* screen.
   - Go to **Settings** > **Features** > **UC-One Call Settings**.
2. Select a line.
3. Select **Remote Office** > **Disabled**.
4. Select **Save**.

Edit Your Remote Office Number

You can edit your remote office number to add a different number for forwarding your calls.

1. Do one of the following:
   - Select **UC-One** on the *Home* screen.
   - Go to **Settings** > **Features** > **UC-One Call Settings**.
2. Select a line.
3. Select **Remote Office**.
4. Enter the new number and select **Save**.

Reject Anonymous Calls

Use the Anonymous Call Reject (ACR) feature on phones registered and signed on to BroadWorks servers.

Check with your system administrator to find out if this feature is available on your phone.

1. Do one of the following:
   - Select **UC-One** on the *Home* screen.
   - Go to **Settings** > **Features** > **UC-One Call Settings**.
2. **Optional:** If your phone has multiple lines, select a phone line.

3. Select **Anonymous Call Reject**.
4. On the *Anonymous Call Reject* screen, select **Enabled**.

   The phone automatically rejects anonymous calls, and the callers hear a message stating you don't accept calls from unidentified numbers. Your phone doesn't ring, and you aren't notified of an attempted call.

UC-One Simultaneous Ring

When your phone is registered with a Cisco BroadWorks server and you're signed into the phone with your UC-One credentials, you can use the Simultaneous Ring feature to up to 10 extensions and phone numbers that will ring simultaneously when you receive an incoming call.

When the incoming call is answered on one of the phones added to your Simultaneous Ring list, the call is logged in the Missed Calls list on the other phones. Unanswered incoming calls are logged in the Missed Calls lists on all connected phones.

Check with your system administrator to find out if this feature is available on your phone.

Create a Personal Ring Group

Before you can add numbers to your personal ring group, you need to enable the Simultaneous Ring feature on your phone.

1. Do one of the following:
   - Select **UC-One** on the *Home* screen.
   - Go to **Settings** > **Features** > **UC-One Call Settings**.
2. Select a line.
3. Select **Simultaneous Ring Personal**.
4. Select **Status** > **Enabled**.

Add Numbers to Your Simultaneous Ring List

You can add up to 10 extensions and phone numbers to the Simultaneous Ring list.

When you add an extension or a phone number, you can choose to enable Answer Confirmation Required, which notifies you when a call is answered on one of the added numbers.

1. Do one of the following:
   - Select **UC-One** on the *Home* screen.
   - Go to **Settings** > **Features** > **UC-One Call Settings**.
2. Select a line.
3. Select **Simultaneous Ring Personal** > **Add**.
4. Enter an extension or phone number.
5. Select **Answer Confirmation Required** to receive confirmation that the call was answered.

6. Select **Save**.

   You cannot pick up or barge in on calls answered on another phone. The contact who answers the call must transfer the call to your phone or park the call on your line for you to speak with the caller.

Delete Numbers from the Simultaneous Ring List

You can delete a number added to your Simultaneous Ring list at any time.

1. Do one of the following:
   - Select **UC-One** on the *Home* screen.
   - Go to **Settings** > **Features** > **UC-One Call Settings**.
2. Select a line.
3. Select **Simultaneous Ring Personal**.
4. Select the numbers you want to remove and press **Delete**.

Managing UC-One Favorites and Contacts

You can see your UC-One contacts marked as favorites in the UC-One Contacts list and on the Lines screen.

The phones do not support UC-One favorites. Contact your system administrator to find out if this feature is available on your phone.

UC-One Contacts' Presence Information

UC-One contacts are Enterprise Directory contacts that have Instant Messaging and Presence (IM&P) enabled, and you can view their presence information on your phone.

While you can view UC-One contacts presence information on the Lines screen, you cannot change your presence status on the phone. You can change your presence status only in the UC-One client on your computer.

The following table shows the presence icons that display for UC-One contacts on your phone.

Table 19-1 UC-One Contact Presence Icons

Icon	Description
	Available
	Available - In a call
	Away
	Busy
	Unavailable
	Offline, Unknown

Viewing UC-One Contacts and Favorites

You can view UC-One contacts and favorites from your phone on the Home and Lines screen and in the Contacts list. You can also view UC-One groups and contacts in each group.

You cannot mark UC-One contacts as favorites on your phone. You must mark contacts as favorites in the UC-One client on your computer. Contacts marked as favorites in the UC-One client display on your phone after one minute.

NOTE: If the message “Authentication failure” is displayed when you try to view UC-One contacts, make sure you provisioned the correct UC-One XMPP credentials on your phone.

View UC-One Contacts and Favorites

You can view UC-One contacts with presence information and other UC-One contacts marked as favorites on the Lines screen.

- From the **Home** screen, press the Home key .

  UC-One contacts and favorites display on the Lines screen.

View UC-One Favorites in the Contact List

In addition to viewing UC-One favorites on the Lines screen, you can also view your favorites in the UC-One Contacts list.

1. Select **Directories** > **UC-One Contacts**.
2. Select the group name to view the list of contacts for that group.

View UC-One Groups

View your UC-One groups from your phone’s local interface.

NOTE: You can’t create new groups, delete existing groups, or move contacts from one group to another on your phone. You can only alter groups in the UC-One client on your computer.

- Select **Directories** > **UC-One Contacts**.

  Your UC-One groups display. If there are no user-defined groups, contacts display under the **All Contacts** group.

View Aggregated Self-Presence for Cisco BroadWorks Lines

The home screen displays the aggregated self-presence received from the Cisco BroadWorks Messaging Server (UMS).

- From the *Home* screen, press .

Filter UC-One Favorites

You can filter your list of contacts either by Favorites or by your contact's status.

1. Select **Directories** > **UC-One Contacts**.
2. Select **Filter** .

   A filter selection screen is displayed.

3. Choose your desired filter selection:

   - Select **Favorites** to display only your UC-One Favorites on the Home screen and in the UC-One Contacts list.
   - Select **Online** to display only the UC-One contacts that are currently online on the Home screen and in the UC-One Contacts list.

Search for UC-One Contacts

You can search for UC-One contacts from the UC-One Contacts screen.

NOTE: For more information on using Cisco BroadWorks applications, refer to the BroadWorks documentation.

1. Select **Directories** > **UC-One Contacts**.
2. Select **Search** .
3. Enter your contact's first or last name.

   A list of search results display.

Cisco BroadWorks Executive-Assistant

The Cisco BroadWorks Executive-Assistant feature enables assistants to monitor and manage calls on an assigned executive's line and enables executives to filter calls to assigned assistants and set criteria for filtered calls.

When your system administrator assigns you as an executive or assistant, the Executive or Assistant menu icons and soft keys display on your phone.

Private and Shared Lines for Executives and Assistants

Executives and assistants can both have a private and shared line on their phone. Executives can have private and shared lines that are not managed by an assistant.

The following conditions apply to private or shared lines set as Executive or Assistant:

- For shared lines, the status of any executive calls display on the shared line of the executive and assistant’s phone.
- Assistants can use their private line to place a call or answer calls on behalf of an executive, but neither an assistant nor executive can view the status of calls on a private line.
- For private lines, executives and assistants can pick up held calls on the executive's phone, but neither can choose which held call is picked up.

Executive Options

As an executive, you can view a list of assigned assistants, filter calls to assistants assigned to your line, and set criteria for filtered calls on your line.

Filter Executive Calls

Executives can enable Call Filtering on their phones to send all executive calls directly to an assistant to answer, and the executive is not alerted of the incoming call.

1. On the *Home* screen of the executive's phone, select **Executive**.
2. Select **Call Filtering** then select **On**.

Set a Filter Criteria for Filtered Calls

Executives can determine which types of calls are filtered to an assistant by choosing whether to filter all calls, internal calls, external calls, or calls as specified in an extended filter, which executives can create and edit in the Cisco BroadWorks BroadCloud portal.

1. On the *Home* screen of the executive's phone, select **Executive**.
2. Select **Filter Criteria**.
3. Choose one of the following:
   - **All Calls**
   - **Internal Calls**
   - **External Calls**
   - **Extended Filter**

Screen Executive Calls

Executives can enable Call Screening, which displays the incoming call notification for all filtered executive calls on the executive's phone.

Call Screening is only available when Call Filtering is enabled.

1. On the *Home* screen of the executive's phone, select **Executive**.
2. Select **Call Screen** then select **On**.

View a List of Assigned Assistants

Executives can view a list of assigned assistants and see which assistants have opted-in or out of accepting filtered calls for the executive.

1. On the *Home* screen of the executive's phone, select **Executive**.
2. Select **Assigned Assistants**.

Assistant Options

Assistants can monitor an executive's calls, place calls on behalf of an executive, filter and divert executive calls, and opt-in or out of monitoring calls for an executive.

Answering Executive Calls

Assistants can answer, reject, or ignore any executive calls.

When a call is placed to an executive's line and Call Filtering is enabled, the call is displayed on the assistant's phone only. Incoming call notifications for an executive call display with the executive's name in the notification on the assistant's phone.

When Call Screening is enabled, incoming call notifications also display on the executive's phone, and the executive can choose to answer the call.

Place a Call on Behalf of an Executive

As an assistant, you can make calls on behalf of any of your assigned executives.

When a call is made on behalf of an executive, a solid red bar displays on the executive's line key, if the executive's line is a shared line.

1. On the *Home* screen of the assistant's phone, select **Assistant**.
2. On the **Overview Executive** screen, select **Executives** then choose an executive.
3. Select **On behalf** and enter the contact's number or choose a contact from Recent Calls or the directory.
4. Select **Dial** .

   The executive's caller information displays on the third-party's phone.

Push a Call to the Executives Phone

As an assistant, after you answer an executive call, you can push the call to the executive's phone.

You can only push a call to an executive you are assigned to. You cannot push executive calls to other assistants or contacts.

- During an executive call, select **Push**.

  The call is sent to the executive's phone, which rings to alert the executive of the pushed call. If the executive is unavailable to answer the call, the call is returned to the assistant's phone.

Opt In or Opt Out of being an Assistant for an Executive

As an assistant, you can choose to opt in or opt out of being an assistant and monitoring calls for an executive.

When you opt in to being an assistant, you can monitor and manage all filter calls to the executive. When you opt out, you no longer receive filtered executive calls and cannot manage or monitor executive calls.

1. On the *Home* screen of the assistant's phone, select **Assistant**.
2. Select **Executives** then choose an executive.
3. Select **Status** then do one of the following:
   - Select **On** to opt in to being an assistant for an executive.
   - Select **Off** to opt out of being an assistant for an executive.

Divert Filtered Executive Calls

As an assistant, you can choose to divert filtered calls for all assigned executives to another assistant, contact, or phone.

1. On the *Home* screen of the assistant's phone, select **Assistant**.
2. Select **Call Diversion** then select **On**.

3. Enter the number where you want to divert executive calls.

Pick Up a Held Executive Call on a Shared Line

Executives and assistants can both pick up held calls on shared or private executive lines.

On shared lines, the executive and assistant can view the status of calls on both phones and choose which call to pick up.

1. Press and hold the line key with the held call.
2. Select the held call, and select the **Pick Call** soft key.

Pick Up a Held Executive Call on a Private Line

On private lines, the executives and assistants can pick up held calls on each other's phones, but they cannot view the status of a call or choose which held call to pick up.

1. On the *Home* screen of the assistant's phone, select **Assistant**.
2. Select an executive, then select **Pick Call**.

Barge In on an Executive Call

When you barge in on the call, all parties are notified that you have barged in on the call, and you can talk with the other parties on the call.

1. During an active call on the executive's line, press and hold the executive line key.
2. Select the **Barge In** soft key.

Silently Barge In on an Executive Call

In addition to barging in on a call, executives can silently barge in on the call and listen to the call without anyone knowing the executive is on the call.

When an executive silently barges in on a call, the other parties are not notified, no one can hear the executive's audio, and the executive cannot talk to the other parties on the call.

Assistants cannot silently barge in on executive calls.

1. During an active call on the executive's line, press and hold the executive line key.
2. Select the **S-Barge In** soft key.

Access the Call Actions for Cisco BroadWorks Dynamic Busy Lamp Field (BLF)

You can access the call actions settings on the phone and modify the settings from the **Attendant Call Action** menu when dynamic BLF is configured on the phone.

You can one touch the following BLF actions on the phone:

- Dial-Pickup - Indicates the single-press action to use the BLF as a speed dial except the alerting state.
- Blind - Enables the active call to blind transfer to another user with one press of the associated BLF key.
- Park - Enables one-touch call park and retrieve using the BLF keys.

1. On the Home Screen, go to **Settings** > **Basic** > **Preferences**.
2. Select the **Attendant Call Action** menu.
3. On the **Attendant Call Action** screen, select one of the following options:
   - Dial-Pickup
   - Blind
   - Park

20 Ribbon Communications Features

The following features are available when your administrator configures your phone with Ribbon Communications.

Ribbon Communications Multiple Appearance Directory Number - Single Call Appearance

Register your phone with the Ribbon Communications server to use Multiple Appearance Directory Number - Single Call Appearance (MADN-SCA). With MADN-SCA, you can share a single line with other contacts in a Multiple Appearance Directory Number (MADN) group.

System administrators assign members to MADN groups. MADN groups support a maximum of 32 members. Any MADN member can place, answer, hold, resume, or barge in on calls on the shared line. Additionally, all group members can view the status of a call on the shared line.

Check with your system administrator to find out if this feature is available on your phone.

Placing a MADN Call

Any MADN member can place a call on the shared line.

When a member places a call on the shared line, the other members are notified with a steady red LED light on the line key of the members' phones.

Only one call at a time can be active on the shared line. If a call is received on the shared line with an active call in place, the incoming call is sent to voicemail.

Answering a MADN Call

Any MADN member can respond to an incoming call to the shared line.

Any incoming call to the shared line rings on all group members' phones simultaneously. The call is displayed on all members' screens, and a green LED light flashes on the line's line key.

When a MADN member answers an incoming call, the LED indicator on the line key for all phones changes to a steady red light to indicate the call was answered. Members can also view the status of a call on the shared line by pressing and holding the corresponding line key for one second. The call's status and the Barge In softkey display for five seconds.

If bridging is disabled and privacy is enabled for the shared line, you can’t barge in on active calls answered by other MADN members.

Barge In on an Active Call

After a call is answered, any group member can barge in on the active call on a public shared line, which becomes a bridge call—a call between two or more MADN members and another party.

Ask your system administrator about the maximum number of participants allowed on a bridge call.

1. Press and hold the corresponding line key for the shared line for one second.
2. Select the **Barge In** softkey.

   A bridge tone plays notifying the other call participants that you're barging in on the call.

Leave a Bridge Call

Any member in a bridge call can leave the call, and the call remains active.

After you leave a bridge call, you can rejoin by pressing the **Barge In** softkey again.

- Select the **End Call** softkey, or place the handset in the cradle.

  Your connection to the bridge call is ended, and the other call participants remain on the call.

Resume a Held MADN Call

Any MADN member can resume a held call on the shared line.

When an active call is placed on hold on the shared line, a red LED light flashes on the line key on all members' phones, if enabled by your system administrator.

When a held call is resumed by another MADN member, a steady red LED light shows on the line key on the other members' phone.

- Do one of the following:
  - Select the corresponding line key and lift the handset.
  - Press and hold the corresponding line key and select **Resume**.

Enabling Privacy for MADN Calls

Any MADN member can temporarily enable privacy for an active or bridge call on a public shared line using privacy codes or privacy soft keys configured by your system administrator.

Additionally, MADN members can use privacy codes and soft keys to temporarily disable privacy on an active call on a private shared line.

When a shared line is configured as private or when privacy is enabled on an active call, bridging is disabled and other MADN members cannot barge in on an active call on the shared line.

The following are three types of privacy codes that you can use to enable and disable privacy on a shared line:

- **Privacy Access (PRV) code**—Enables privacy for an active call on a public line.
- **Privacy Release Activation (PRLA) code**—Disables privacy for an active call on a private shared line.
- **Privacy Release Cancel (PRLC) code**—Re-enables privacy for an active call on a private shared line.

Enable Privacy

Enable privacy for an active call.

After you enable privacy for an active call on a public shared line, you can't disable privacy for the call. You can allow other MADN members to join the active call by transferring the call or initiating a conference call.

- During an active call, do one of the following:
  - Select **Transfer** and dial the PRV code given to you by your administrator.

    For example, dial `*91`.
  - Select the **Priv** softkey, if enabled.

  A confirmation tone plays and the call is resumed automatically.

Disable Privacy Temporarily

You can temporarily disable privacy for an active call on a private shared line to allow other MADN members to join the call.

1. During an active call, press the **PRLA** softkey or select **Hold** and dial the PRLA code given to you by your administrator.

   For example, dial `*921`.

   A confirmation tone plays, and the call is resumed automatically. Privacy is disabled for the call and any member can barge in on the call.
2. After other MADN members have joined the call, press the **PRLA** softkey or select **Hold** and dial the PRLA code given to you by your administrator.

   For example, dial `*922` .

   A confirmation tone plays, and the call is resumed automatically.

Enable Privacy on a Bridge Call

You can enable privacy on a bridge call to prevent additional MADN members from barging in to the call.

- During a bridge call, select **Transfer** and dial the PRV code or select the **Privacy** softkey, if enabled.

  A confirmation tone plays when privacy is enabled and the call is resumed automatically. The bridge call is private and additional MADN members aren't allowed to join the call.

Managing the Ribbon Communications Address Books

When your phone registers to the Ribbon Communications server, you can access your Global Address Book and Personal Address Book on your phone.

Check with your system administrator to find out if this feature is available on your phone.

Using the Global Address Book

Ribbon Communications Global Address Book (GAB) is a read-only directory similar to the Corporate Directory, which is a company directory enabled and populated with contacts by your system administrator.

Use the GAB to search for and save contacts to the Contact Directory or Personal Address Book (PAB).

Perform a Simple Search of the Global Address Book

A simple search enables you to search for contacts using either their first or last name or by typing a few letters or their name.

1. Go to **Directories** > **Global Address Book**.
2. In the search field, enter your search criteria and select **Submit**.

Perform an Advanced Search of the Global Address Book

An advanced search lets you search for contacts by first or last name or phone number.

1. Go to **Directories** > **Global Address Book**.
2. In the *Global Address Book* screen, select **AdvFind**.
3. Select a search option and select **Next**. You can choose to search by a contact's last name, first name, or phone number.
4. Enter your search criteria and press **Next**.

   Your search results display with the contact's name and phone number.

Save a Global Address Book Contact to the Contact Directory

If you want to modify a GAB contact's information, you need to save the contact to the Contact Directory or the Personal Address Book, if the feature is enabled.

When you save a contact to the Contact Directory or PAB, you can modify and save the changes to the PAB or Contact Directory.

1. After you find your contact, select **View**.
2. In the **Edit Contact** screen, select **Save**.

   The contact is saved to the Contact Directory or your Personal Address Book.

Save Recent Global Address Book Search Results

View your most recent search results in the GAB after you have left the Directory screen.

1. Go to **Menu** > **Settings** > **Basic** > **Preferences**.
2. Select **Global Address Book** > **View Persistency** and select **Enable**.

   View Persistency is enabled and you can view your most recent search each time you return to the GAB.

Using the Personal Address Book

Search for contacts, edit contact information, and save contacts to the PAB.

NOTE: Before importing contacts to your phone, make sure you save all of your contacts to your PAB. Save contacts to your PAB using the Ribbon Communications Personal Agent on your computer. Saving all of your contacts to the PAB ensures that your contacts download to the Contact Directory on your phone.

View Contacts in the Personal Address Book

Contacts saved to your PAB display in the Contact Directory.

1. Go to **Directories** > **Contact Directory**.
2. Select a contact and select **Edit**.

   The contact's information, including first and last name, directory number, nickname, and other details display.

Search Your Personal Address Book

You can search for contacts in the PAB by first name or last name.

1. In the **Contact Directory** screen, select **Search**.

   Select **More** if you don't see the **Search** soft key.
2. In the search field, enter your search criteria and select **Submit**.

Add Contacts to the Personal Address Book

Create a new contact entry in your PAB.

When you add a new contact to the PAB, you must enter a unique nickname that is at least one character long for each new contact. If you try to save a contact without a nickname, a message prompts to ask you to enter a nickname.

1. In the **Contact Directory**, select **Add**.
2. Enter your contact's information, create a nickname for the contact, and select **Save**.

   The contact is added to the Contact Directory on your phone and to the PAB on the server.

Delete Contacts from the Personal Address Book

Remove contacts from the PAB.

When you delete a contact, the contact is deleted from your PAB on your phone and the Ribbon Communications Personal Agent.

1. In the *Contact Directory* screen, select a contact and select **Delete**.

   A message displays to ask for confirmation to delete the contact.
2. Select **Yes** to delete the contact.

Editing Contacts in the Personal Address Book

Edit contacts in the PAB on your phone or in your Ribbon Communications Personal Agent on your computer.

If you modify a contact's information on your phone or computer, the changes are automatically updated in the Ribbon Communications Personal Agent and in the PAB on your phone.

Edit Contacts Locally

Edit PAB contacts on your phone’s local interface.

When you edit contacts on your phone, your contact's information is updated in the Ribbon Communications Personal Agent as well.

1. In the **Contact Directory** screen, select a contact and select **Edit**.
2. Edit the information in the contact fields and select **Save**.

> **NOTE:** If adding, editing, or deleting a contact fails, a message is displayed with the reason the modification failed. Depending on the reason for the failure, the database state can change to “out of sync”. Contact your system administrator if an “out of sync” message is displayed.

Editing Contacts Remotely

When you edit a contact's information in the Ribbon Communications Personal Agent on your computer, the contact's information is updated on the Ribbon Communications Server.

After the contact information is updated on the server, your PAB contact's information is updated immediately on your phone, and a notification with the nickname of the modified contact is displayed on the phone. When a contact is deleted, the phone deletes the contact from the PAB without any notification.

21 Phone Settings

Basic customizations on the phone include changing the time and date format, setting the backlight intensity, changing office hours and timeouts for Power Saving mode, and viewing and modifying security settings.

System Settings

You can make basic customizations to your phone's system settings, including the time and date format, backlight intensity, and Power Saving mode.

Change the Phone Display Language

You can change the language used for your phone's user interface.

1. Go to **Menu** > **Settings** > **Basic** > **Preferences**.
2. Select **Language** and select a language from the list.

Time and Date Display

The time and date display on the home screen.

When the phone can't obtain a time and date, the time and date display flashes. If this happens, or if the time and date are incorrect, contact your system administrator.

Change the Time and Date Format

Customize the time and date by choosing between several time and date formats, including options to display the day, month, or year.

1. Go to **Menu** > **Settings** > **Basic** > **Preferences**.
2. Select **Time and Date** and choose one of the following options:
   - Select **Date Format** to change the date format.
   - Select **Time Format** to change the time format.

Disable the Time and Date Display

If desired, turn off the time and date display.

1. Go to **Menu** > **Settings** > **Basic** > **Preferences**.

2. Select **Time and Date** and select **Disable**.

Backlight Intensity and Timeout

Adjust the settings for the phone's backlight illumination.

If desired, change settings for the following backlight components:

- **Backlight Intensity**: The brightness of the screen during phone activity and inactivity.
- **Backlight Timeout**: The number of seconds the phone is inactive before the backlight dims to its Backlight Idle intensity. The backlight timeout period begins after your last activity, such as an incoming call.

Backlight Intensity includes the following settings you can choose from:

- **Backlight On**: The brightness of the screen when there's activity.
- **Backlight Idle**: The brightness of the screen when there's no activity.
- **Maximum Intensity**: The brightness scale that applies to both Backlight On and Backlight Idle intensities.

Set the Backlight Intensity

The screen's backlight intensity settings adjust how bright the screen illuminates while on and while idle.

Set the **Backlight On** intensity and the **Backlight Idle** intensity separately, or turn off the backlight entirely. When you change the **Maximum Intensity**, you modify the entire backlight intensity scale. For example, if you decrease the **Maximum Intensity**, the **Low**, **Medium**, and **High** levels for both **Backlight On** and **Backlight Idle** decrease.

1. Go to **Menu** > **Settings** > **Basic**.
2. On the **Backlight Intensity** screen, select **Backlight On Intensity**.
3. Select the intensity that you want.
   - High
   - Medium
   - Low
4. On the **Backlight Intensity** screen, select **Backlight Idle Intensity**.
5. Select the intensity that you want.
6. On the *Backlight Intensity* screen, select **Maximum Intensity**.
7. Select **Up** or **Down** to increase or decrease the maximum intensity.

Set the Backlight Timeout

Set the **Backlight Timeout** to determine how long the phone is idle before the backlight dims. By default, the backlight dims after the phone is idle for 40 seconds. The backlight automatically turns on with any phone activity.

Make sure to configure the **Backlight Idle Intensity** settings. See Set the Backlight Intensity on page 124.

1. Go to **Menu** > **Settings** > **Basic**.
2. Select **Backlight Timeout**.
3. Choose the number of seconds the phone is idle before the backlight dims.
4. Press the **Select** softkey.

Power Saving Mode

Poly phones enter power saving mode to conserve energy after being idle for a certain period of time.

Determine the period of time that the phone is idle before the screen turns off, and set different idle timeouts for office hours and off hours, such as evenings and weekends. The phone exits power saving mode if an event occurs, for example, if there is an incoming call or message. If you enable a screen saver, power saving mode still activates.

Update the following power-saving settings:

- **Office hours:** When you start work and how long you're in the office each day.
- **Timeouts:** How long the phone is idle before the screen turns off.

Change Your Office Hours for Power Saving Mode

When you update your office hours, specify when you start and how long you work each day. After your work hours, the phone is idle and goes into power saving mode.

1. Go to **Menu** > **Settings** > **Basic**.
2. Select to **Power Saving** > **Office Hours** > **Start Hour**.
3. Select a day of the week and enter a start time from 0 to 23 (using the 24-hour clock).
4. Select **Save**.
5. On the *Office Hours* screen, select **Duration**.
6. Select a day of the week and enter a duration of 0 to 12 hours per day.
7. Select **Save**.

Change Idle Timeouts for Power Saving Mode

Set the period of time the phone is idle before the screen turns off.

Specify the amount of time the phone waits to go idle after you press a key. You can choose to set one timeout period longer than the other idle timeouts. This prevents power saving mode initiating when you use the phone.

Specify different timeouts for office hours and nonoffice hours. By default, the setting for office hours is much longer than the setting for nonoffice hours.

TIP: Once you press a key, the phone uses the idle timeout period with the highest value.

1. Go to **Menu** > **Settings** > **Basic**.
2. Select **Power Saving** > **Timeouts**.
3. Configure the following settings:
   - **Office Hours Idle Timeout**: The number of minutes (1 to 600) the phone waits during office hours before starting power saving mode.
   - **Off Hours Idle Timeout**: The number of minutes (1 to 10) the phone waits during nonoffice hours before starting power saving mode.
   - **User Input Idle Timeout**: The number of minutes (1 to 10) the phone waits after you press a key or tap the screen before starting power saving mode.
4. Select **Save**.

Security Settings

You can view and update the security settings for your phone if your administrator enabled them.

Security Classification

For Edge E Series phones registered with the Cisco BroadWorks Server, you can view and modify the security classification level for your phone, if the feature is enabled by your system administrator.

View the Security Classification for Your Phone

If you are unsure of your security classification, you can view your assigned classification for all lines on your phone.

1. Go to **Settings** > **Status** > **Lines**.

   If you have only one line, the security classification displays for that line.
2. If you have more than one registered line, select a line.

   The security classification displays for the selected line.

Modify Security Classification Level

You can modify your security classification level to choose a lower level during a call to allow users with a lower classification to join a call or to a higher level to restrict who can join the call.

For example, if you are classified as a Top Secret user, you can lower your classification level to Secret or Restricted during a call. You cannot change the security classification when the phone is idle and not in a call.

1. During a call, select **Security**.
2. On the *Security Classification* screen, choose one of the following options:
   - Top Secret
   - Secret
   - Restricted

- Classified

A notification displays on all call participants' phones informing them that the classification level of the call has changed.

22 Customizing Your Phone

Make basic customizations to your phone that include changing the background, adding personal photos, and enabling the screen saver.

Changing Your Background

You can change the background picture on your phone to any image set up by your system administrator or your own photo.

By default, your screen displays a blue background named `Default`. If no background images are set up, only the Default is available.

You can also add personal photos on your phone using the Web Configuration Utility or a USB flash drive.

Change the Background Picture

If your system administrator has preloaded your phone with background pictures or you have added personal photos onto the phone, you can choose to display a background other than the default.

1. Go to **Menu** > **Settings** > **Basic** > **Preferences**.
2. Select **Background** and select a background image.

Reset Your Background

Reset your background to display the default image.

1. Go to **Menu** > **Settings** > **Basic** > **Preferences**.
2. Select **Background** > **Default**.

Adding Personal Photos as Your Background

Upload a personal photo to replace the default background using the system web interface or using a USB flash drive.

When you set one of your photos as the background picture, the picture is displayed as one of the following in the **Backgrounds** list:

- **Local File**, if adding an image file from a USB flash drive
- The file name, if uploading the image file using the system web interface

Keep in mind the following when you use a personal photo as the background image:

- Progressive or multiscan JPEG images aren't supported.
- Smaller images are centered and surrounded with black space.
- Larger images are scaled proportionally to fit the screen.
- Horizontal or vertical black bars are added to preserve the original aspect ratio.

Supported Sizes and Formats for Background Pictures

When adding background images, be sure to use a supported size and image format.

Table 22-1 Optimal Background Image Sizes for Edge E Series Phones

Edge E Series	Optimal Background Image Size
Edge E100	320×240 pixels
Edge E220	320×240 pixels
Edge E300	320×240 pixels
Edge E400	320×240 pixels
Edge E500	800×480 pixels

Edge E Series phones support the following formats for background images:

- .bmp
- .jpg
- .jpeg
- .jpe
- .jfif
- .png

Add a Background Using the System Web Interface

You can add images for your phone background using the system web interface.

NOTE: If the phone can't upload the background image to the provisioning server, the background image will be removed on phone reboot

1. Find you phone's IP address from **Settings** > **Status** > **Platform** > **Phone**.
2. Enter your phone's IP address into the web browser on your computer.
3. Select **User** and enter your assigned password or the default (`123`) password.
4. From the menu bar, select **Preferences** > **Background**.
5. Select **+ Add a new background image**.

6. Select **Select a file from PC/Desktop**, and select **Choose File for Phone Image**.
7. Choose your picture file and select **Open**.
8. Select **Save**.

   The phone adds the file to the list of available backgrounds.
9. Go to **Settings** > **Basic** > **Preferences**.
10. Select **Background** and select a background image.

    The image displays as your background.

Picture Frame Options

Use the icons in the following table to perform actions in the Picture Frame.

Table 22-2 Picture Frame Icons

Icon	Label	Action
	Thumbnail	View thumbnails of your pictures.
	Pause	Pause and display the current picture only.
	Start	Starts the display of pictures one-by-one again.
×	Stop	Stop displaying the pictures. The pictures don't display again until you access the Picture Frame feature (unless you have a screen saver enabled).
	Background Image	Set the picture that currently displays as the background picture for your phone.

Screen Savers

Enable a screen saver that can either show default pictures stored on your phone or pictures stored on a USB flash drive.

You can stop a screen saver at any time by touching the screen. After your phone is idle for the specified period of time, the screen saver starts again.

Ask your system administrator if this feature is available on your phone.

Enable the Screen Saver

When you enable the screen saver, you can choose to have your phone display default photos stored on the phone or photos stored on a connected USB flash drive.

The screen saver automatically starts when your phone is idle for a specified amount of time. You can stop the screen saver at any time by pressing any key.

1. Go to **Settings** > **Basic** > **Preferences**.
2. Select **Screen Saver** > **Screen Saver** screen and select **Enabled**.

3. Select **Wait Time** and enter the number of minutes the phone should wait before displaying the screen saver after no activity.

   Enter a time between 1 and 9999 minutes. The default is 15 minutes.

4. Select **Type** and select either **Default** or **Idle Browser**.

5. Select **Save**.

Use Personal Photos as Screen Saver

Display your personal photos on a USB flash drive as a screen saver.

The photos you use must have the following file type and size properties:

- File type: BMP, JPEG, or PNG
- Maximum size: 9999 × 9999 pixels

The phone can only display the photos as your screen saver when the USB flash drive is attached to the phone. You can set up your phone to use a single photo to display or have all photos display in slide-show style. This is an alternative to setting up a screen saver, and it automatically starts each time your phone is idle for a certain amount of time.

1. Place one or more photos onto a USB flash drive, either in the root directory or in a folder.

NOTE: Take a note of the folder name, which is the required information for settings later.

2. Attach the USB flash drive to your phone.

   The USB icon is displayed on the status bar.

NOTE: If your phone doesn't detect the USB device when you insert it into the USB port, the USB port on your phone may be disabled. Contact your system administrator for assistance using the USB port.

3. Go to **Menu** > **Settings** > **Basic** > **Preferences**.

4. Select **Picture Frame** > **Folder**, and enter the name of the folder you placed your photos in on the USB flash drive.

   If you placed the photos in the root directory of your USB flash drive, don't enter a folder name.

5. Select **Time Per Image**, and enter the number of seconds you want each photo to display.

   Enter a time between 3 seconds and 300 seconds. The default is 5 seconds.

6. Select **Save**.

   If there are no photos in the folder you specified or in the root directory, the message "No pictures found" displays after you select **Save**. Go back and make sure the information that you entered is correct.

7. Go to **Menu** > **Settings** > **Basic**.

8. Select **Wait Time** and enter the number of minutes the phone should wait before displaying the screen saver after no activity.

   Enter a time between 1 and 9999 minutes. The default is 15 minutes.

9. Select **Save**.

   Your phone displays the screen saver after the number of minutes you specified in the **Wait Time** field.

Disable the Screen Saver

Prevent the screen saver from starting, even if your phone has been idle for a period of time.

You can also remove the USB flash drive to disable the screen saver of your photos. The screen saver resumes if you attach the USB flash drive again and your phone sits idle for the period of time you specified.

1. Go to **Menu** > **Settings** > **Basic** > **Preferences**.
2. Toggle **Screen Saver** off.
3. Select **Save**.

23 Maintenance

Maintain your phone by updating the phone software and configuration and by rebooting or resetting your phone as needed.

Updating the Phone Software

You can update the software on your phone when a new software version is available.

When new software is available, a notification is displayed on your phone and you have the option to update your software, postpone the software update (if enabled by your administrator), or exit the notification.

Update the Phone Configuration

Your system administrator may make changes to the configuration parameters for your phone and then ask you to update the configuration to apply the changes. You can do this without rebooting your phone.

1. Go to **Menu** > **Settings** > **Basic**.
2. Select **Update Configuration**.

   A confirmation message displays.
3. To continue, select **Yes**.

   The configuration updates. The phone may reboot, depending on which settings you changed.

View Software Details

View the details for the software version on your phone, the latest software update available for your phone, and the status of the latest update.

- Go to **Settings** > **Status** > **Platform** > **Software Update Status**.

Update the Phone Software

When the software update notification displays on your phone, you can choose to update your phone's software at that time.

- When prompted to update your software, select **Update**.

  The phone downloads the software and reboots. Then, the software updates.

Postpone Software Updates

Instead of updating your software immediately, you can choose to postpone the update for a later time if your administrator has enabled it.

You can choose to postpone the software update from 15 minutes up to 6 hours. You can postpone the software update up to three times. After the third time, the notification is displayed without the Postpone option.

If you don't update the phone's software after the postpone time, a notification with a countdown is displayed and the phone automatically reboots and updates the software when the countdown ends.

NOTE: If you postpone a software update and the time period you choose ends while you're on an active call, a software update notification with a countdown is displayed after the call ends. After the countdown ends, the phone reboots and updates the software.

1. When prompted to update your software, select **Postpone**.
2. Select one of the time options.

   The notification disappears from the phone screen and displays again during the remaining five minutes before the selected postpone time.

Exit the Software Update Notification

When the software update notification displays, you also have the option to exit the notification without choosing to update or postpone the software.

- When prompted to update your software, select **Exit**.

  When you exit the notification, the **SWUpdate** soft key displays on the *Lines* screen.

Resume a Postponed Software Update

Manually start a software update you postponed earlier.

- Press the **SWUpdate** soft key to start the postponed software update.

Update the Phone Configuration

Your system administrator may make changes to the configuration parameters for your phone and then ask you to update the configuration to apply the changes. You can do this without rebooting your phone.

1. Go to **Menu** > **Settings** > **Basic**.
2. Select **Update Configuration**.

   A confirmation message displays.
3. To continue, select **Yes**.

   The configuration updates. The phone may reboot, depending on which settings you changed.

Rebooting or Resetting Your Phone

You can reboot or reset your phone to troubleshoot certain issues.

Reboot Your Phone

To assist with troubleshooting, your system administrator may ask you to restart your phone.

⚠ **CAUTION:** Before you restart the phone, contact your system administrator. If the phone is malfunctioning, you may be able to restore normal operation without restarting it. Additionally, your system administrator may want to troubleshoot the phone before you restart it. You do not need to restart the phone to update its configuration.

1. Go to **Settings** > **Basic** > **Reboot Phone**.
2. Select **Yes**.

Reset the Phone to Factory Defaults

Access the phone reset option without having to enter an administrator password.

After the administrator configures this feature on the phone, you can reset the phone to factory default settings.

- Go to **Settings** > **Basic** > **Reset to Factory**.

24 Troubleshooting

If you’re having issues with your Poly phone, try the troubleshooting options and solutions in the following topics to resolve certain issues.

Preparing to Troubleshoot Issues

To prepare to troubleshoot issues with your phone, you can investigate existing warnings, run a diagnostics check, or test the phone hardware.

View Warnings

When a phone is unable to perform certain tasks, a Warning icon displays in the status bar.

View details about the issues from the *Warnings* screen.

1. Go to **Settings** > **Status** > **Diagnostics**.
2. Select **Warnings**.

   The *Warnings* screen displays, listing any issues.

Remove Warnings

Clear warnings displayed on the phone’s screen.

After you view phone warnings, you can temporarily remove the warning icon from the status bar. However, the warning displays in the **Warnings** list until you resolve the issue. The warning icon displays each time your phone has a warning that you haven't viewed.

- In the *Warnings* screen, select **Clear Icon**.

Run a Diagnostics Check

If you are having problems with your phone, run a diagnostics check to determine if there are any issues.

1. Do one of the following:
   - Go to **Menu** > **Help & Support**.
   - Go to **Menu** > **Settings** > **Diagnostics**.
2. Select **Run Diagnostics**.

3. On the *Diagnostics Check* screen, select **Yes** to run the check.

The icon next to the item indicates the status:

- **Passed**
- **Failed**
- **Disabled**

4. On the *Diagnostics Report* screen, do one of the following:
   - Choose a component and select **Details** to see detailed information.
   - Select **Back** to return to the *Help & Support* screen.

Test Phone Hardware

Test the phone hardware directly from the phone's local interface.

1. Go to **Settings** > **Diagnostics** > **Test Hardware**.
2. Select the option you want to test:
   - **Audio Diagnostics**: Test the speaker, microphone, handset, and a third-party headset
   - **Keypad Diagnostics**: Test the keypad response
   - **Display Diagnostics**: Test the LCD for faulty pixels
   - **Brightness Diagnostics**: Test the screen brightness
   - **LED Diagnostics**: Test the LEDs

Viewing the Phone's Status

View the status of your phone and various features.

View System Information

View information that may be helpful for troubleshooting issues, including the phone's model number, software version, MAC address, and IP address.

1. Go to **Settings** > **Status**.
2. Select **System Information**.

Check the Status of the Calendar

Issues with the phone's connection to the Microsoft server may cause calendar problems. Without a functioning connection, you might not see the **Calendar** icon on the *Home* screen or you might not receive meeting reminders.

1. Go to **Settings** > **Calendar**.
2. From the **Calendar** screen, select **Connect**.

View the PAB Status

View the status of the Personal Address Book (PAB) on your phone to determine any issues with the PAB. Contact your system administrator for further troubleshooting help.

- Go to **Settings** > **Status** > **Contact Directory**.

  The following information displays:

  - Status
  - Server Control Method
  - Server URL
  - Registration Index and User ID

View the GAB Status

View the status information and server URL for the global address book.

- Go to **Settings** > **Status** > **Global Address Book**.

  The status information and the server URL for the GAB display.

Troubleshooting Issues

Use the information in this section to troubleshoot common issues with your phone.

Speakerphone

If your speakerphone doesn't work, your system administrator may have disabled it. If this is the case, a message displays after you press the speakerphone key informing you that Handsfree mode is disabled. In this case, use the handset or a headset to handle calls.

USB Port

If you attach a USB device to your phone, and the phone does not detect the attached USB device, your system administrator may have disabled the USB port on your phone.

In this case, you cannot attach a USB device to your phone to use the following features:

- Call recording
- Picture frame
- USB headset

Contact your system administrator for help on enabling the USB port on your phone.

Bluetooth Headset Issues

If you encounter any issues using a Bluetooth headset, see the following table for possible solutions to common problems.

Table 24-1 Common Bluetooth Headset Issues and Solutions

Issue	Corrective Action
The Bluetooth settings do not display on my phone	Do one of the following: • Check with your system administrator to see if the Bluetooth feature is enabled on your phone.
My headset doesn't pair automatically.	If your headset is an older model, you may need to enter a password before the headset can pair with your phone. Refer to your headset documentation for more information.

Recording Issues and Solutions

If you encounter any issues recording calls, see the following table for possible solutions to common problems.

Table 24-2 Common Recording Issues and Solutions

Issue	Corrective Action
The message “USB device is full. Recording canceled” displays when I pressed Start.	Check that there’s sufficient space on the USB flash drive.
The recording stops during a call.	If the USB flash drive becomes full during recording, recording stops and the message “USB device is full. Recording stopped” displays. Delete previous recordings to make space on the USB flash drive.
The message “USB device removed unsafely. Recording canceled” displays when I remove my USB flash drive during a call.	Don’t remove the USB flash drive while recording. If you want to remove the drive during a call, press **Stop**, and then remove the drive.
The message “Unsupported USB device attached” displays.	Use the Compatibility Matrix for a list of compatible headsets.

25 Getting help

Poly is now a part of HP. The joining of Poly and HP paves the way for us to create the hybrid work experiences of the future. Information about Poly products has transitioned from the Poly Support site to the HP Support site.

The Poly Documentation Library is continuing to host the installation, configuration/administration, and user guides for Poly products in HTML and PDF format. In addition, the Poly Documentation Library provides Poly customers with information about the transition of Poly content from Poly Support to HP Support.

The HP Community provides additional tips and solutions from other HP product users.

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