A Line Keys

B Soft Keys

C Pagenation Key

D Back Key

E Navigation Keys/ Select Key

F Home

G Voicemail Key

H Hold Key

I Forward/Transfer Key

J Volume Key

K Headset Key

L Speakerphone Key

M Mute Key

Note: The device displayed above is the Poly E450 model phone for example purposes. Other models may include different button arrangements, but all core features are available.
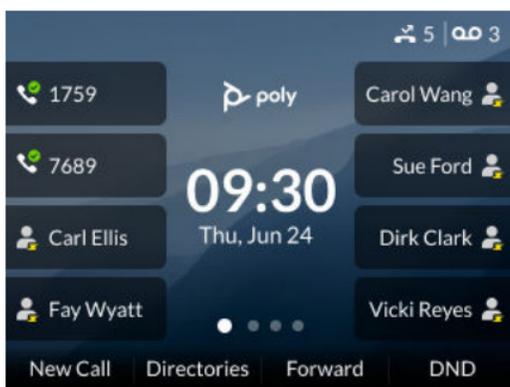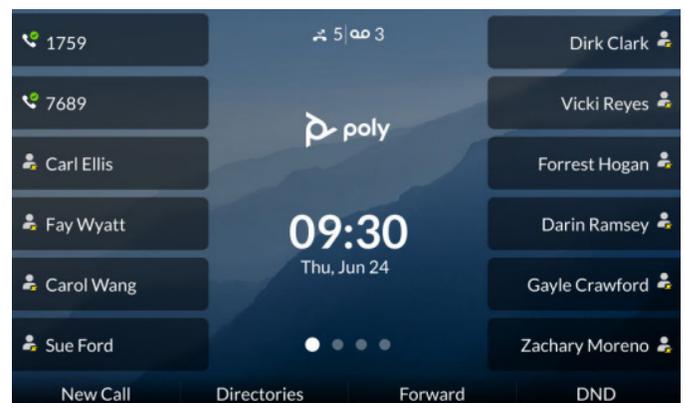
Home Screen Softkeys

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.

Home View

Edge E300 Series and E400 Series Home Screen

Edge E500 Series Home Screen

Place Calls

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

To place a call, do one of the following:
- Pick up the handset, enter the phone number, and press **Send**.
- Press 🔊 or 🎧 , enter the number, and press **Send**.
- Enter the phone number, press **Dial**, and pick up the handset.
- Enter the phone number and press 🔊 or 🎧 .
- Press the line key, enter the phone number, and select **Send**.
- Select **New Call**, enter the phone number, and press **Send**.

Answer Calls

You can answer a call using the handset, speakerphone, or a headset.

To answer a call, do one of the following:
- To answer with the speakerphone, press 🔊 or press the **Answer** soft key.
- To answer with the handset, pick up the handset.
- To answer with a headset, press 🎧 .

End Calls

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

To end an active call:
- Replace the handset in the cradle, press 🔊 or 🎧 , or press the **End Call** soft key.

To end a held call:
- Highlight the held call and press Resume, then press **End Call**.

Hold and Resume Calls

You can have multiple calls on hold and resume a call at any time.

To hold a call:
- Highlight the call and press the **Hold** soft key or press 📞 .

To resume a call:
- Highlight the call and press the **Resume** soft key or press the 📞 .

*Note: The hold feature applies only to the local phone. Held calls can only be picked up from the extension
they were placed on hold from. If you wish to pick them up from another extension, use the "Transfer a Call"
or "Call Park" feature.*

Forwarding Calls on an Extension

1. With the handset on the hook dial ***72** followed by the 10-digit number. (*72XXX.XXX.XXXX)
2. The phone will call the provided number and enable call forwarding once the end user has picked up.
   After the initial setup, use ***73** to deactivate forwarding.

Note: You can use *72 alone to enable forwarding again to the same number that you previously entered.
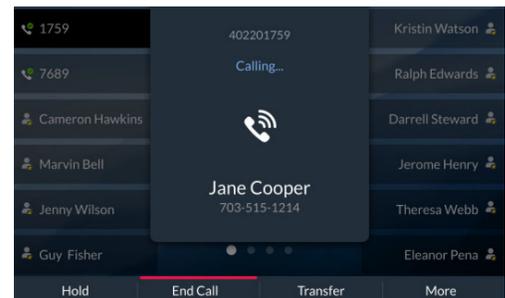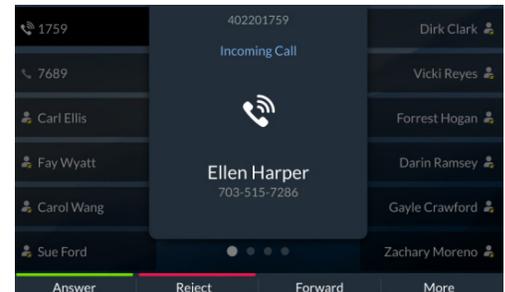
Initiating a Conference Call

1. Establish your first call.
2. Press the **Conference** soft key; the party you have been speaking to will be put on hold and you will hear the dial tone.
3. Dial an additional contact and wait for them to answer so you can notify them that you are bringing them into a conference call.
4. Press the **Conference** soft key again; all parties are now on the call.

Note: If the party doesn't answer or doesn't want to participate in the conference call, press "End Call" and you will be returned to the original caller.

Listening to Voicemail

Tap Messages from Home View, and tap Message Center. Tap **Connect** and follow the prompts.

Transfer a Call to Voicemail

Transfer directly to someone's voicemail by pressing the **TRANSFER** soft key followed by **BLIND** soft key, entering 6 and the extension of the voicemail you are trying to reach, press **SEND** to complete the transfer.

1. During an active call, press the **Transfer** button.
2. Press the (6) digit on the keypad.
3. Dial the extension (This forward-to-Voicemail feature only works with Extensions).
4. After the receiving party's Voicemail Greeting begins playing, press the Transfer button to complete the Transfer.

Warm Transferring Calls

A warm transfer (attended) allows Users to speak privately with the receiving party before transferring the call.
A warm transfer also confirms the availability of the receiving party.

1. During an active call, press the **Transfer** button.
2. Dial the phone number or extension.
3. After the receiving party answers the call, press the **Transfer** button or simply hang up.

Blind Transferring Calls

A blind transfer (unattended) allows Users to send calls to an alternate extension or phone number without waiting for an answer or confirming the availability of the receiving party.

1. During an active call, press the **Blind X** soft key.
2. Dial the phone number or extension.
3. Press the **Enter** soft key.

Enable Do Not Disturb

You can enable Do Not Disturb when you do not want to receive calls. To enable or disable Do Not Disturb:
- On the Main Menu screen, select **DND**.

Icons

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.

Icons

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