



USER GUIDE: Poly Edge E Series

BEFORE YOU BEGIN

This guide provides information that you need to quickly use your new Hosted PBX (HPBX) phone. First, verify with your system administrator that the IP network is ready for phone configuration. Also, be sure to read the Quick Start Guide, which can be found in your phone package, before you set up and use the phone. As you read this guide, keep in mind that some features are only configurable by your system administrator or determined by your phone environment. As a result, some features may not be enabled or may be operated differently on your phone. Additionally, the examples and graphics in this guide may not directly reflect what is displayed or available on your phone screen.

Document Information

This guide contains overview information for navigating and performing tasks on the Socket Fiber Poly Edge E Series phones. This guide contains information for the following Poly products and accessories:

- E300
- E500

Polycom Documentation

You can obtain additional information on the phones from Polycom Support:

- [Poly Edge E Series Phones](#)

Table of Contents

BEFORE YOU BEGIN	1
Document Information	1
Polycom Documentation	1
Table of Contents	2
1 OVERVIEW OF POLY EDGE E SERIES PHONES	9
1.1 Access and Watch Overview and Explainer Videos	9
1.2 Product Overview of Poly Edge E Series Phones.....	9
1.2.1 Poly Edge E300 Series Feature and Capabilities	9
1.2.2 Poly Edge E500 Series Feature and Capabilities	10
1.3 Poly Edge E Series Hardware Overview	10
1.3.1 Poly Edge E300 Series Hardware Overview	10
1.3.2 Poly Edge E500 Series Hardware Overview	14
1.3.3 Poly Edge E Expansion Module	18
1.3.3.1 Poly Edge E Expansion Module Hardware Overview	18
1.3.4 Surround LED Light Bar	22
1.4 Poly Edge E Series Phones UI Overview	22
1.4.1 Poly Edge E Series Phone Screens	22
1.4.1.1 Home Screen Overview	22
1.4.1.2 Call Screens Overview	24
1.4.2 Icons Used on Poly Edge E Series Phones	26
1.4.3 Enhanced Monitored Icons	27
2 GETTING STARTED	27
2.1 Finding Phone Information	28
2.1.1 Password Required to Access Basic Settings	28
2.1.2 Access Help and Support Information	28
2.1.3 Find Phone Information	28
2.2 Entering Information on Your Phone	28
2.2.1 Options to Enter Information in Data Fields	28
2.3 Changing Audio Settings	30
2.3.1 Change Audible Ringer Settings	30
2.3.2 Set a Ringtone for Incoming Calls	30
2.3.3 Set a Ringtone for Individual Contacts	30
2.3.4 Change the Phone Volume	31
2.4 Mute and Unmute the Microphones.....	31

- 3 ACCESSIBILITY FEATURES 31
 - 3.1 Users Who Are Deaf or Hard of Hearing 31
 - 3.2 Users with Limited Mobility 32
 - 3.3 Users Who Are Blind, Have Low Vision, or Have Limited Vision..... 32
 - 3.4 Text-to-Speech 33
 - 3.4.1 Enable Text-to-Speech 34
 - 3.4.2 Use the Text-to-Speech Feature 34
 - 3.5 Customizing the Text Style 34
 - 3.5.1 Customize the Text Size 34
 - 3.6 Add a Color Filter 35
 - 3.7 Enable High Contrast 35
- 4 AUDIO CALLS 35
 - 4.1 Placing Audio Calls 35
 - 4.1.1 Call Charges for Outgoing Calls..... 36
 - 4.1.2 Call Precedence and Preemption 36
 - 4.1.3 Use the Handset, Headset, or Speakerphone 36
 - 4.1.4 Place a Call 36
 - 4.1.5 Place an International Call 37
 - 4.1.6 Place a Call from Recent Calls 37
 - 4.1.7 Place a Call from an Expansion Module 37
 - 4.2 Answering Audio Calls 37
 - 4.2.1 Answer a Call 37
 - 4.2.2 Answer a Call When in a Call..... 38
 - 4.2.3 Answer a Call from an Expansion Module 38
 - 4.3 End a Call 38
 - 4.4 Ignoring or Silence Incoming Calls 38
 - 4.4.1 Ignore or Silence an Incoming Call 38
 - 4.4.2 Reject Incoming Calls 39
 - 4.4.3 Rejecting Calls with Do Not Disturb..... 39
 - 4.4.3.1 Reject All Calls with Do Not Disturb 39
 - 4.4.3.2 Reject Calls with Do Not Disturb on One Line 39
 - 4.4.3.3 Resume Receiving Calls 40
 - 4.5 Holding and Resuming Calls 40
 - 4.5.1 Hold and Resume a Call 40
 - 4.5.2 Resume a Call on an Expansion Module 40

4.6	Transferring Calls	40
4.6.1	Choose a Default Transfer Type	40
4.6.2	Transfer a Call	41
4.6.3	Cancel a Transfer	41
4.7	Redialing Calls	41
4.7.1	Redial a Number	41
4.7.2	Redial a Contact when the Contact is Available	41
4.8	Managing Calls	42
4.8.1	Display Calls	42
4.8.2	Manage Calls	42
4.9	Placing Intercom Calls	42
4.9.1	Place an Intercom Call	42
4.9.2	Place an Intercom Call During a Call	43
4.9.3	Answer an Intercom Call	43
4.10	Call Settings	43
4.10.1	Disable Call Waiting	43
4.10.2	Answer Calls Automatically	44
5	CONFERENCE CALLS	44
5.1	Audio Conference Calls	44
5.1.1	Initiate a Conference Call	44
5.1.2	Join Calls to Create a Conference Call	45
5.1.3	Hold a Conference Call	45
5.1.4	Resume a Conference Call	45
5.1.5	End a Conference Call	45
5.1.6	Split a Conference Call	45
6	SHARED LINES	46
6.1	Shared Line Limitations	46
6.2	Answering Calls on Shared Lines	46
6.3	Missed and Received Calls on Shared Lines	46

6.4	Hold a Call Privately on a Shared Line.....	47
7	CALL LISTS	47
7.1	Recent Calls	47
7.1.1	View Recent Calls	47
7.1.2	Sort Recent Call Entries	47
7.1.3	Filter Entries by Call Type	48
7.1.4	View Call Details	48
7.1.5	Edit a Recent Call Entry	48
7.1.6	Delete a Recent Call Entry	49
7.1.7	Save a Recent Call Entry	49
7.2	Call Lists and Contact Settings	49
7.2.1	Clear Call Logs and Contacts	49
8	Directories.....	50
8.1	Using the Directories	50
8.1.1	View Contact Information	50
8.2	Searching the Directories	50
8.2.1	Search for Contacts	51
8.2.2	Searching the Corporate Directory	51
8.3	Calling Contacts from Directories	51
8.3.1	Call a Contact from a Directory	51
8.3.2	Call a Contact from the Directory Search Screen	52
8.3.3	Automatically Reject Calls from a Contact	52
9	ACCESSING, SENDING, AND BROADCASTING MESSAGES	52
9.1	Accessing Voicemail	52
9.1.1	Access Voicemail Messages	53
9.1.2	Remove the Message Alert	53
9.2	Broadcasting Messages with Group Paging	53
9.2.1	Send a Group Page	54
9.2.2	Receiving Pages	54
9.2.2.1	Listening to a Page During an Active Call	54
9.2.2.2	Receiving Pages When Note in an Active Call.....	55
9.2.3	Group Paging Settings.....	55
9.2.3.1	Change the Default Paging Group	55
9.2.3.2	Updating Paging Group Subscriptions.....	55
9.2.3.3	Play Pages During Active Calls.....	56

9.3	Pagination	56
9.3.1	Move Between Pages	56
9.3.2	Set the Default Page	57
9.3.3	Delete a Page	57
9.3.4	Re-add a Deleted Blank Page	57
10	WIFI AND BLUETOOTH CONNECTIONS	57
10.1	Connecting to a Wireless Network	57
10.1.1	Enable Wi-Fi	57
10.1.2	Connect to a Wireless Network	58
10.1.3	Update Wireless Network Settings	58
10.1.4	Disconnect from a Wireless Network	58
10.1.5	Remove a Saved Wireless Network	58
10.2	Using Bluetooth Devices on Your Phone	59
10.2.1	Enable Bluetooth	59
10.2.2	Pair a Bluetooth Device	59
10.2.3	Pair an Android Device Using NFC.....	60
10.2.4	Connect a Paired Bluetooth Device	60
10.2.5	Using a Smartphone with Your Phone	60
10.2.5.1	Managing Calls with Your Smartphone	60
10.2.6	Disconnect or Unpair a Connected Bluetooth Device	61
11	HEADSETS	61
11.1	Connecting a USB Headset	61
11.1.1	Poly Headset Settings	62
11.1.1.1	Set the Answering Call Alert	62
11.1.1.2	Set the Mute On or Off Alert	62
11.1.1.3	Set the Mute Reminder	62
11.1.1.4	Set the Mute Reminder Interval	63
11.1.1.5	Set the Volume Level Indicator Tones	63
11.1.1.6	Adjust the Headset Speaker Bass and Treble	63
11.1.1.7	View Voice Visual Feedback.....	64
11.1.1.8	Record and Play the Call	64
11.1.1.9	Adjust the Microphone Gain	64
11.1.1.10	Set the Dial Tone	64
11.1.1.11	Set the Decibel Spike Limit	65
11.1.1.12	Set the Decibel Threshold Limit.....	65

11.1.1.13	Set the Hours on Phone Per Day	65
11.1.1.14	Restore Default Settings	65
11.2	Using Bluetooth Headsets	66
11.2.1	Pair a Bluetooth Headset to Your Phone	66
11.2.2	Managing Calls with Your Bluetooth Headset	66
11.2.3	Poly Fast Pair	67
11.2.3.1	Connect a Headset with Poly Fast Pair	67
11.2.3.2	Cancel Poly Fast Pair	67
11.3	Enable Headset Echo Cancellation	68
11.4	Using Electronic Hookswitch	68
11.4.1	Setting the Headset Base Unit Options	68
11.4.2	Enable Electronic Hookswitch.....	68
11.4.3	Change the Headset Mode	69
11.4.4	Controlling Calls with Electronic Hookswitch	69
11.4.5	Disconnect Electronic Hookswitch	69
12	PHONE SYSTEMS	70
12.1	System Settings	70
12.1.1	Change the Phone Display Language	70
12.1.2	Time and Date Display	70
12.1.2.1	Change the Time and Date Format	70
12.1.2.2	Disable the Time and Date Display	70
12.2	Backlight Intensity and Timeout	70
12.2.1	Set the Backlight Intensity	71
12.2.2	Set the Backlight Timeout	71
12.3	Power Saving Mode	72
12.3.1	Change Your Office Hours for Power Saving Mode	72
12.3.2	Change Idle Timeouts for Power Saving Mode	72
13	MAINTENANCE	73
13.1	Update the Phone Configuration	73
13.2	Reboot Your Phone	73
14	TROUBLESHOOTING	73
14.1	Preparing to Troubleshoot Issues	74
14.1.1	View Warnings	74
14.1.2	Run a Diagnostics Check	74
14.1.3	Test Phone Hardware	75

14.2	Viewing the Phone's Status	75
14.2.1	View System Information	75
15	SUPPORT	75

1 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.

1.1 Access and Watch Overview and Explainer Videos

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

Task

1. Go to www.poly.com/support/edge-e
2. Click on the **Support Videos** tab

1.2 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 48 line keys on an Edge E500 phone. You can add more line keys to Edge E500 Series phones by attaching a Poly Edge E Expansion Module: 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.

1.2.1 Poly Edge E300 Series Feature 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

- Adjusting call and phone settings
- Messaging features such as voicemail, paging, and Push to Talk 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

1.2.2 Poly Edge E500 Series Feature 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
- Adjusting call and phone settings
- Messaging features such as voicemail, paging, and Push to Talk
- 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

1.3 Poly Edge E Series Hardware Overview

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

1.3.1 Poly Edge E300 Series 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

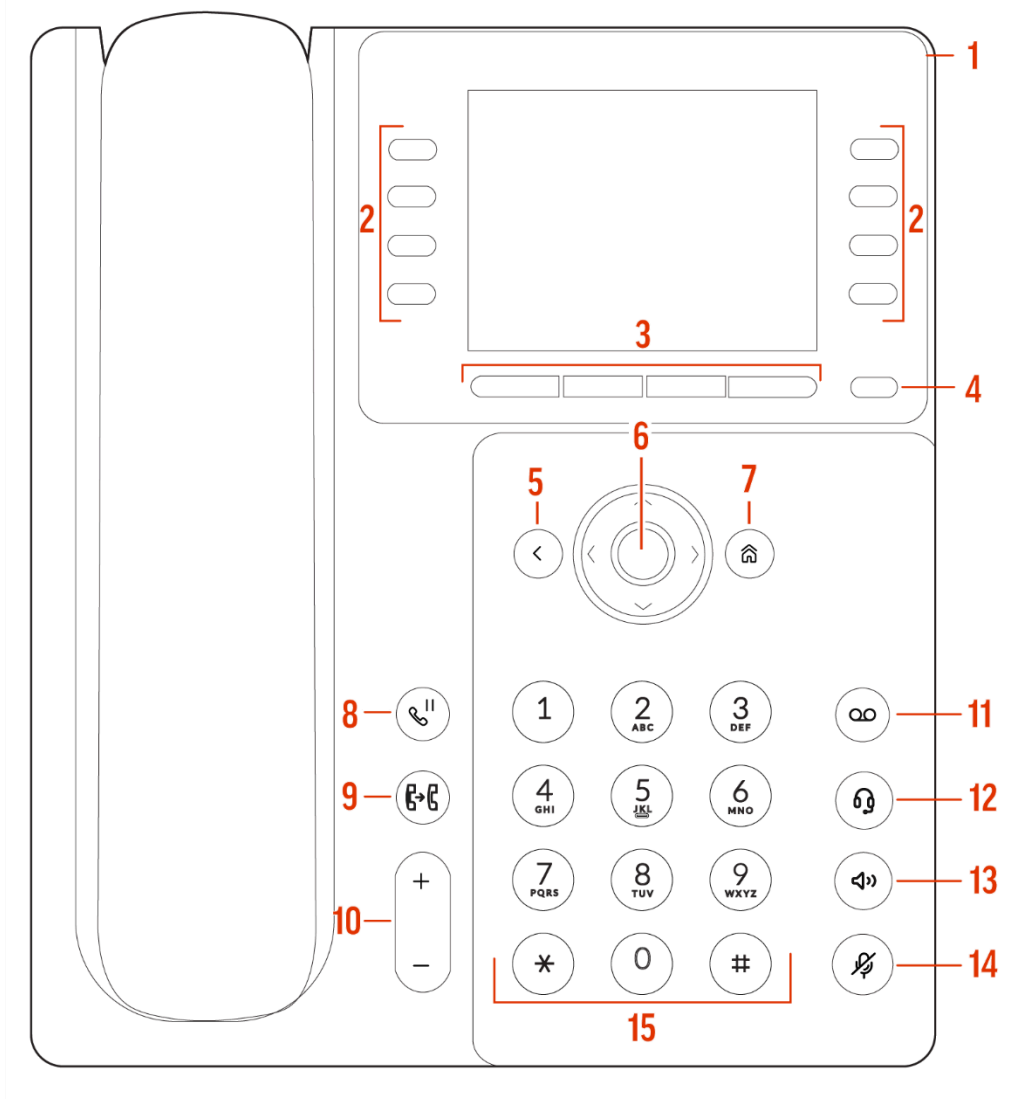


Figure 1 Poly Edge E300 Series Phone Hardware Features – Front

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
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 speaker phone 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

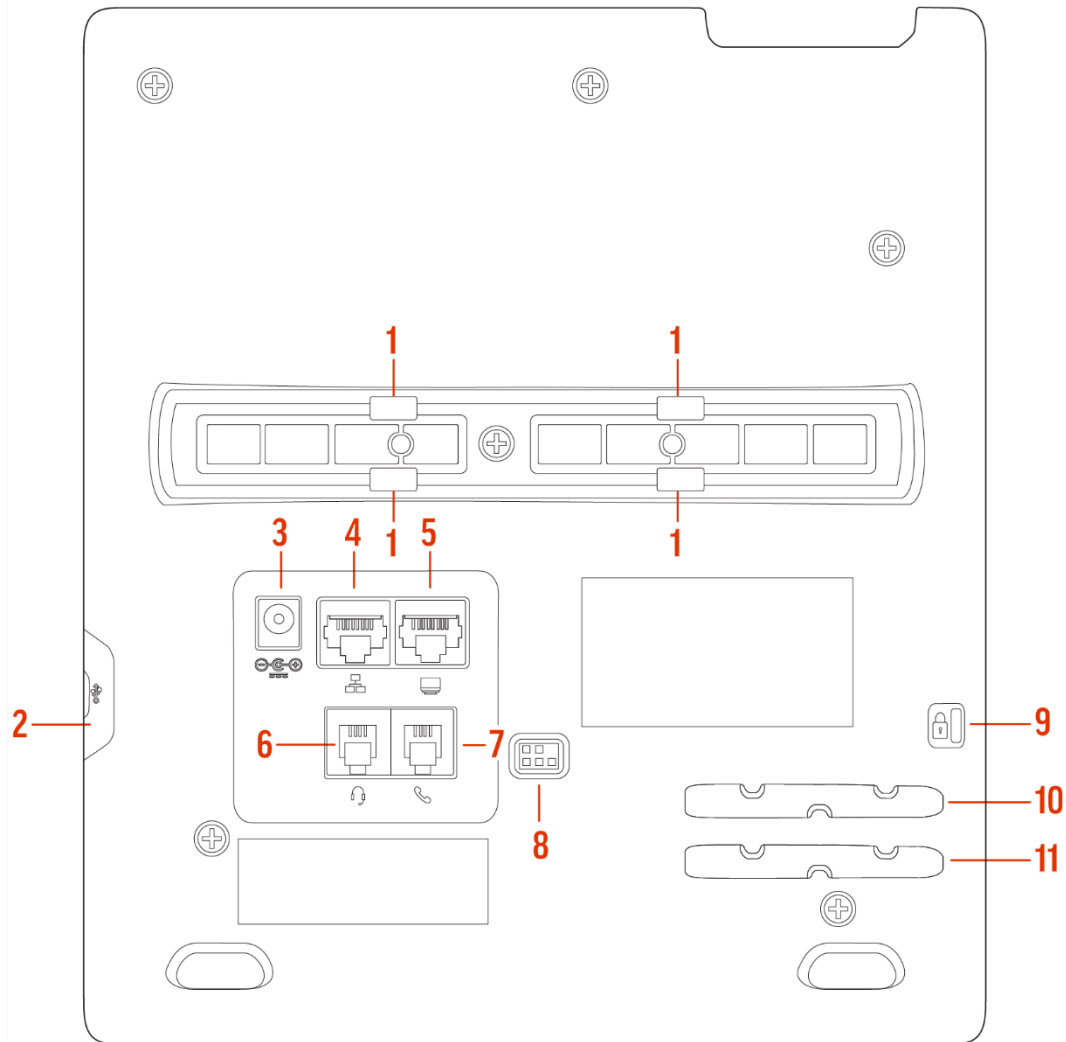


Figure 2 Poly Edge E300 Series Phone Hardware Features – Back

Poly Edge E300 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
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.
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.

1.3.2 Poly Edge E500 Series 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

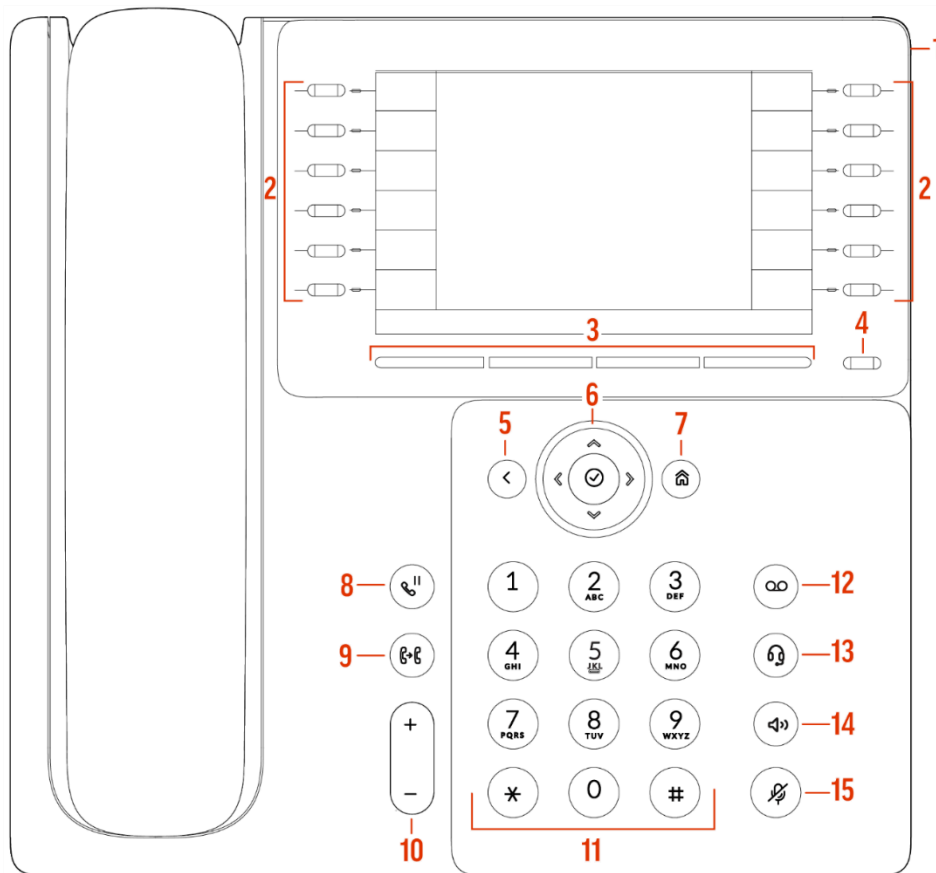


Figure 3 Poly Edge E500 Series Phone Hardware Features – Front

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

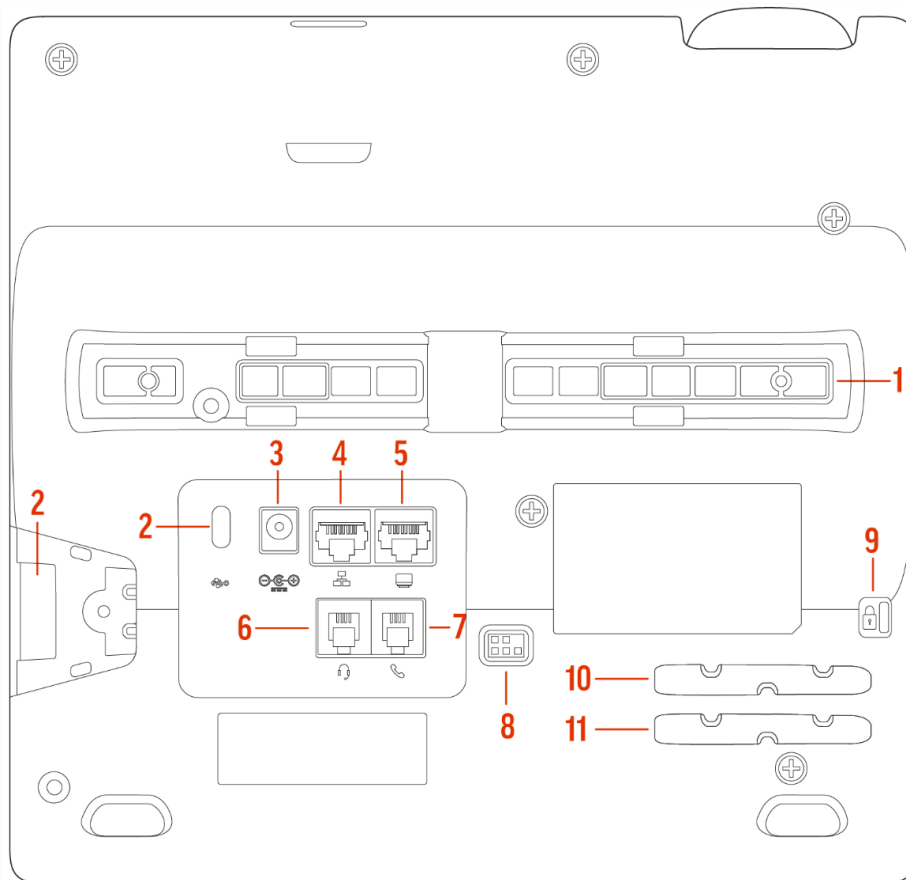


Figure 4 Poly Edge E500 Series Phone Hardware Features – Back

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.
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.

1.3.3 Poly Edge E Expansion Module

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

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.

1.3.3.1 Poly Edge E Expansion Module Hardware Overview

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

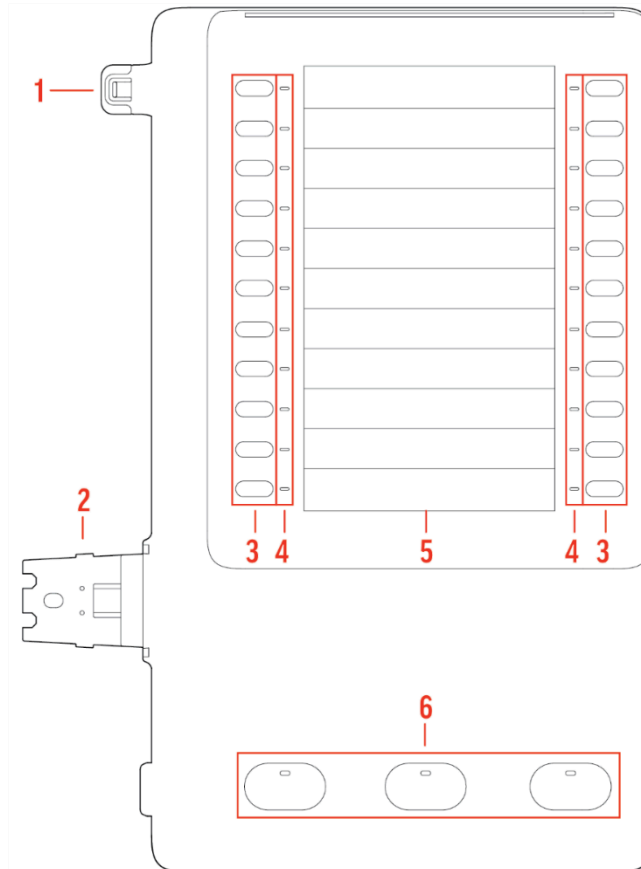


Figure 5 Poly Edge E Series Expansion Module Hardware Features – Front

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	EMconnector	Connects the EM to the phone. On an E500 Series phone, also connects a second EM to the first EM.
3	Line keys	Selects available line key contacts, functions, and assignments.

Reference Number	Feature	Feature Description
4	Line key LED indicators	<p>Indicates a line or busy lamp field contact's status. The following lists the LED Indicator behaviors shown on the expansion modules:</p> <ul style="list-style-type: none"> • 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	<p>Displays line numbers, monitored contacts, contacts' presence, and favorites.</p>
6	Page keys	<p>Navigates between pages on the expansion module.</p> <ul style="list-style-type: none"> • 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

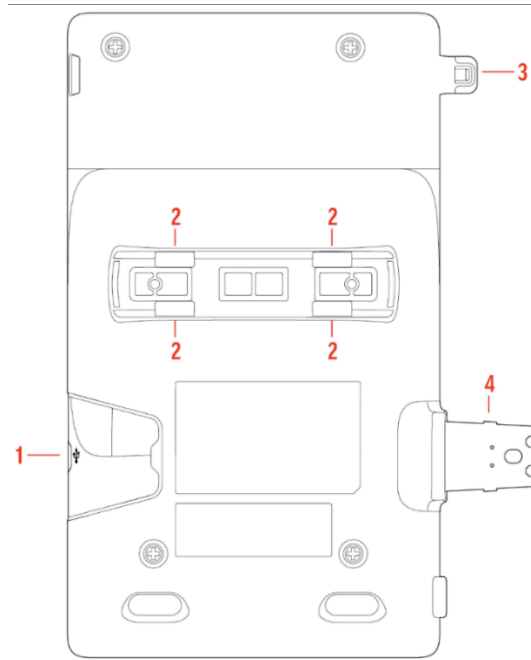


Figure 6 Poly Edge E Series Expansion Module Hardware Features – Back

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

1.3.4 Surround LED Light Bar

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

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 E300 and E500 Series: Bottom LEDs breathing red
Off-hours mode	Edge E300, and E500 Series: Bottom LEDs breathing yellow

1.4 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.

1.4.1 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.

1.4.1.1 Home Screen Overview

The Home screen displays information about calls, line keys, and phone status. You can also make calls and access phone features, settings, and information from the Home screen.

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 E300 Series Home Screen



Figure 7 Edge E300 Series Home Screen

Edge E500 Series Home Screen



Figure 8 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.

1.4.1.2 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

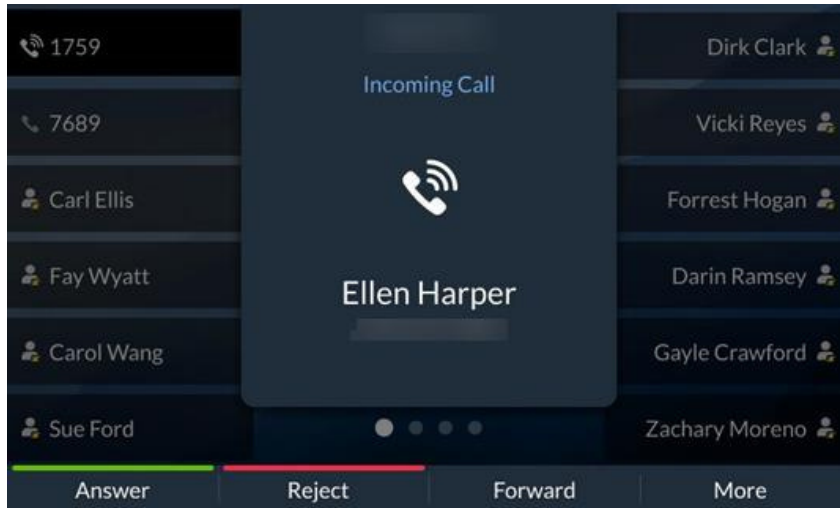


Figure 9 Incoming Call

Outgoing Call

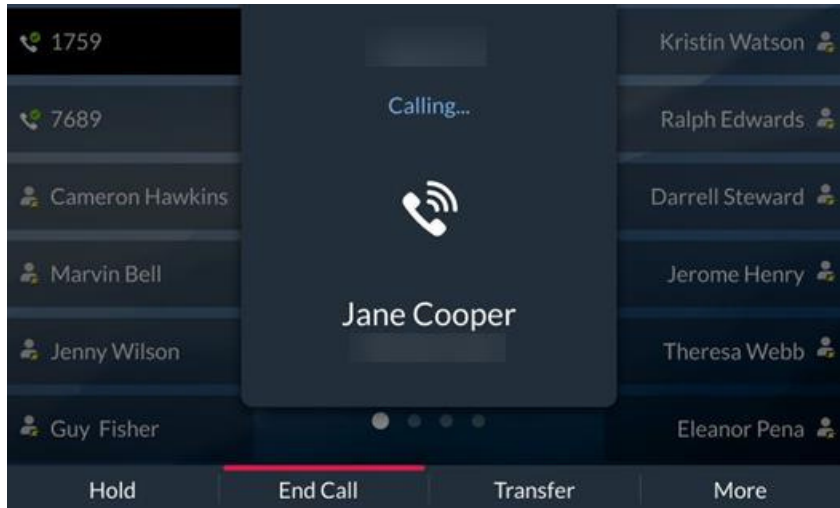


Figure 10 Outgoing Call

One Active Call

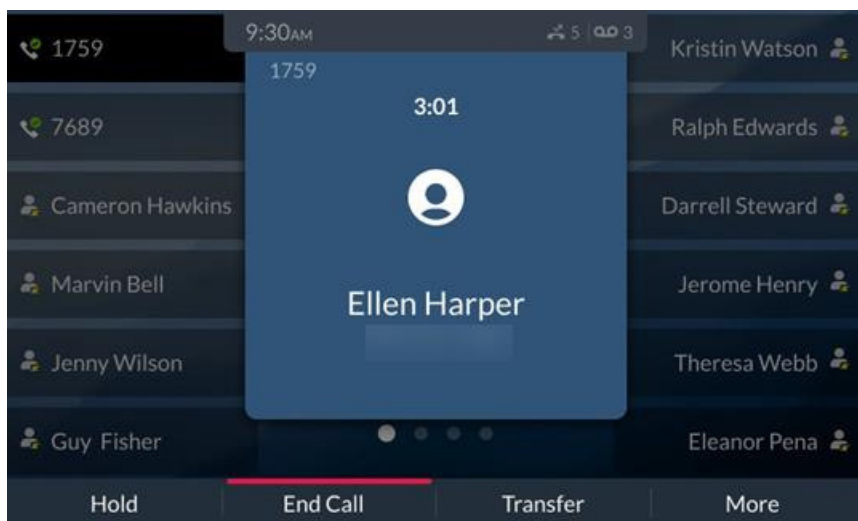


Figure 11 One Active Call

Multiple Calls

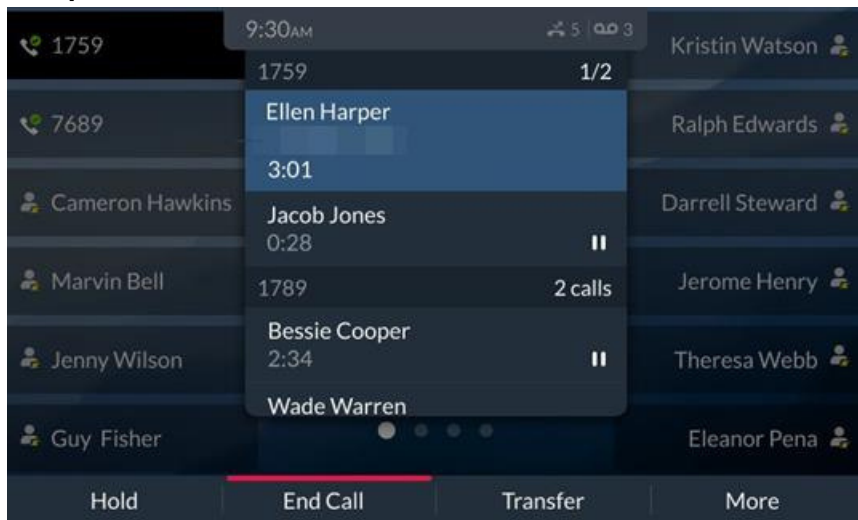


Figure 12 Multiple Calls

1.4.2 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.

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
	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		

1.4.3 Enhanced Monitored Icons

The phone displays icons to indicate line status to users.

BLF Icons

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

2 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.

2.1 Finding Phone Information

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

2.1.1 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.

2.1.2 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. Task

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. 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.

2.1.3 Find Phone Information

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

Task

- Go to Menu > Help & Support > About

2.2 Entering Information on Your Phone

Use the dial pad to enter information on your phone.

2.2.1 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:

- Mode: Enables you to enter numbers or text in title case, lowercase, or uppercase characters. Encoding:
- Enables you to enter characters from foreign languages.

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

Mode and Encoding Options

Mode Options	Encoding Options
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.

Using the Dialpad Keys to Enter Information

Task	Action
Enter numbers or characters in uppercase, lowercase, or title case	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.
Enter a special character	<p>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:</p> <ul style="list-style-type: none"> • 1 key: ! ^ \ @ : 1 • * key: * - & % + ; () • 0 key: / , _ \$ ~ = ? 0 • # key: # > < { } [] “ ‘ <p>You can't access special characters when you are in numerical (123)</p>

Enter a space

Select Encoding, and select one of the alphabetic options: Abc, ABC, or abc. Press the 0 key.

2.3 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.

2.3.1 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.

Task

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

2.3.2 Set a Ringtone for Incoming Calls

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

Task

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

2.3.3 Set a Ringtone for Individual Contacts

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

Task

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 Ring Type and choose a ringtone.
5. Select Play to hear the ringtone.
6. Press the Check softkey to confirm the selection.

2.3.4 Change the Phone Volume

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

Task


- Press the Volume Keys to increase or decrease the audio volume.

2.4 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.

Task

Do one of the following:

- Select Mute on the phone screen.
- Select the Mute key  on the phone.

3 ACCESSIBILITY FEATURES

Poly products include several features to accommodate users with disabilities.

3.1 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.

Accessibility Features for User who Are Deaf of 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.

3.2 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.

Accessibility Features of 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.
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 <i>Quick Start Guide</i> at the Poly Online Support Center).

3.3 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.

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.

3.4 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

3.4.1 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.

Task

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.

3.4.2 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."

3.5 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.

3.5.1 Customize the Text Size

Make the onscreen text larger or bold.

Task

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

3.6 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.

Task

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

3.7 Enable High Contrast

Improve the readability of the screen by enabling high contrast.

Task

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

4 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.

4.1 Placing Audio Calls

Poly phones enable you to place calls to local numbers, international numbers (if authorized on your account), and contacts.

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

4.1.1 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.

4.1.2 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.



4.1.3 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.

Task

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.

4.1.4 Place a Call

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

Task

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.

4.1.5 Place an International Call

If it has been enabled by your service provider, you can place calls to international phone numbers on your phone.

Task

1. On the Dialpad, quickly press the star key (*) twice.
A plus sign (+) displays.
2. Enter the phone number with the country code and press Dial.

4.1.6 Place a Call from Recent Calls

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

Task

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.

4.1.7 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.

Task

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.

4.2 Answering Audio Calls



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

4.2.1 Answer a Call

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

Task

Do one of the following:

- Pick up the handset, then press the Answer softkey.
- Press the Speakerphone key 
- Press the Headset key 

4.2.2 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.

Task

- Select **Answer**. The active call goes on hold, and the incoming call becomes active.

4.2.3 Answer a Call from an Expansion Module

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

Task



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

4.3 End a Call

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

Task

Do one of the following depending on how you are currently communicating on the call:

- Press the End Call softkey.
- Replace the handset in the cradle.
- Press the Speakerphone key 
- Press the Headset key 

4.4 Ignoring or Silence Incoming Calls

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

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

4.4.1 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.

Task

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.

4.4.2 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.

Task

- On the Incoming Call screen, select Reject.

4.4.3 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.

4.4.3.1 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.

Task

- Press the DND softkey.

4.4.3.2 Reject Calls with Do Not Disturb on One Line

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

Task

- 1 Select DND.
- 2 From the Line Select screen, select a line.

- 3 From the Do Not Disturb screen, select Enable.

4.4.3.3 Resume Receiving Calls

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

Task

- Select DND.

4.5 Holding and Resuming Calls

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

4.5.1 Hold and Resume a Call

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

Task

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.

4.5.2 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.

Task

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

4.6 Transferring Calls

Transfer active or held calls to another contact.

Use one using the following transfertypes:

- 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.

4.6.1 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.



Task

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

4.6.2 Transfer a Call

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

Task

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.

4.6.3 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.

Task

- Select Cancel on the call transfer screen.
The call doesn't transfer and becomes active.

4.7 Redialing Calls

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

4.7.1 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.

Task

- Select Menu > Redial.

4.7.2 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.

Task

- When the contact availability notification displays, select Dial.

4.8 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.

4.8.1 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.

Task

- Press the Home key.

4.8.2 Manage Calls

You can manage calls from the Home screen. Task

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.

4.9 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.

4.9.1 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.

Task

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.

4.9.2 Place an Intercom Call During a Call

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

Task

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.

4.9.3 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.

4.10 Call Settings

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

4.10.1 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.

Task

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

4.10.2 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.

Task

1. Go to 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.

5 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.

5.1 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.

5.1.1 Initiate a Conference Call

Initiate a conference call with up to two contacts.

Task

1. Call a contact.
2. When the contact answers, select the Conference softkey.
3. The phone places the call on hold.
4. Enter another contact's number, select a contact from the directory, or select a contact from the call lists.
5. When the contact answers, select the Conference softkey.
6. All call participants are added to a conference call.

5.1.2 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.

Task

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.

5.1.3 Hold a Conference Call

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

Task

- Select Hold.

5.1.4 Resume a Conference Call

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

Task

- Select Resume.

5.1.5 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.

Task

- During a conference call, select End Call.

5.1.6 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.

Task

- During a conference call, select the Split softkey.

6 SHARED LINES

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

6.1 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.

6.2 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.

6.3 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.

6.4 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.

Task

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:

- o 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.
 - o 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.

7 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.

7.1 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.

7.1.1 View Recent Calls

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

Task

- Do one of the following:
 - o Go to Directories > Call Lists.
 - o Go to Recent Calls.

7.1.2 Sort Recent Call Entries

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

Task

1. Do one of the following:
 - Go to Directories > Call Lists.
 - Go to Recent Calls.
- Select More > Sort.
- Choose one of the following:
 - Time
 - Name

2. 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.

7.1.3 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.

Task

1 Do one of the following:

- Go to Directories > Call Lists.
- Go to Recent Calls.

2 Select Type.

3 Choose one of the following:

- Missed Calls
- Received Calls
- Placed Calls

7.1.4 View Call Details

You can view call details in the Recent Calls list.

Task

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.

7.1.5 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.

Task

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 Edit/Dial.
- 4 Edit the number in the Edit/Dial field.
- 5 Press the Save softkey.

7.1.6 Delete a Recent Call Entry

Delete any recent call entry from the Recent Calls list.

Task

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.

7.1.7 Save a Recent Call Entry

Save a Recent Call entry to the Contact Directory.

Task

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.

7.2 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.

7.2.1 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.

Task

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

8 Directories

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

8.1 Using the Directories

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

Task

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.
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.

2. Select Save.

8.1.1 View Contact Information

View contact information for any contacts saved to the directory.

Task

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

8.2 Searching the Directories

You can search the directories on your phone for contacts.

8.2.1 Search for Contacts

Search the contact directory for your desired contact.

Task

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

8.2.2 Searching the Corporate Directory

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

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

Task

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

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

Task

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.

8.3 Calling Contacts from Directories

On Poly Edge E Series phones, search for and call contacts in your contact directory, the corporate directory.

8.3.1 Call a Contact from a Directory

Place a call to a contact directly from your directory.

Task

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

8.3.2 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.

Task

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.

8.3.3 Automatically Reject Calls from a Contact

Send incoming calls from a particular contact directly to voicemail.

Task

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.

9 ACCESSING, SENDING, AND BROADCASTING MESSAGES

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

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

9.1 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:
 - o On the Home screen in the status bar, next to the phone line on the Lines screen the message waiting indicator LED flashes.
 - o The phone plays an audible alert.

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

9.1.1 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.

Task

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.

9.1.2 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.

Task

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

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

9.2 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.

9.2.1 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.

Task

1. In the Lines screen, select the Paging softkey. In the
2. 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.

9.2.2 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. Non emergency 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.

9.2.2.1 Listening 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.

Task

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.

9.2.2.2 Receiving Pages When Note 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.

9.2.3 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.

9.2.3.1 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.

Task

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

9.2.3.2 Updating 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).

Task

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.

9.2.3.3 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.

Task

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

9.3 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.

9.3.1 Move Between Pages

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

Task

- On the Home screen, press the Pagination key.
The pages move sequentially from page 1 to page 4.

9.3.2 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.

Task

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.


9.3.3 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.

Task

1. Press the Remove line key .
2. A message displays asking if you want to delete the page.
3. Do one of the following:
 - Select Yes to delete the page.
 - Select No to return to the Home page.

9.3.4 Re-add a Deleted Blank Page

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

Task

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

10 WIFI AND BLUETOOTH CONNECTIONS

Connect to a wireless network and use Bluetooth devices with your phone. The following models support Bluetooth and Wi-Fi:

- Poly Edge E300
- Poly Edge E500

10.1 Connecting to a Wireless Network

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

10.1.1 Enable Wi-Fi

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

Task

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.

10.1.2 Connect to a Wireless Network

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

Task

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.

10.1.3 Update Wireless Network Settings

You can update settings for a saved wireless network.

Task

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.

10.1.4 Disconnect from a Wireless Network

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

Task

3. Select Wi-Fi Menu.
4. Select the connected wireless network SSID from the list.
5. Select Disconnect.

10.1.5 Remove a Saved Wireless Network

Remove any saved wireless network that is no longer necessary.

Task

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

10.2 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.
- 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.

10.2.1 Enable Bluetooth

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

Task

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

10.2.2 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. Task

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:
 - Verify that the Bluetooth pairing code matches on your phone and your device. 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.

10.2.3 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. Task

1. Enable NFC on your device.
2. On your phone, enable Bluetooth and make it discoverable.
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.

10.2.4 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.

Task

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.

10.2.5 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.

10.2.5.1 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.

10.2.6 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.

Task

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.

11 HEADSETS

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

11.1 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.

11.1.1 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

11.1.1.1 Set the Answering Call Alert

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

Task

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.

11.1.1.2 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.

Task

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

11.1.1.3 Set the Mute Reminder

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

Task

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

11.1.1.4 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.

Task

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.

11.1.1.5 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.

Task

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.

11.1.1.6 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.

Task

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:
 - Select Bass Equalizer.
 - Press Up or Down to adjust the settings.
4. Adjust the treble settings:
 - Select Treble Equalizer.
 - Press Up or Down to adjust the settings.

11.1.1.7 View Voice Visual Feedback

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

Task

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.

11.1.1.8 Record and Play the Call

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

Task

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.
4. Select Record to start recording the voice.
5. Select Stop to stop recording.
6. Select Play to listen to the recorded voice.
7. Select Back to return to the previous page.

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

11.1.1.9 Adjust the Microphone Gain

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

Task

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.

11.1.1.10 Set the Dial Tone

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

Task

1. Do one of the following:
 - Go to Settings > Basic > PLT Hub > Softphone.
 - Go to PLT Hub > Softphone.
2. Select Dial Tone.

Select On to enable the dial tone and select Off to disable dial tone.

11.1.1.11 Set the Decibel Spike Limit

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

Task

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.

11.1.1.12 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.

Task

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

11.1.1.13 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.

Task

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.

11.1.1.14 Restore Default Settings


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

Task

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

11.2 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.

11.2.1 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.

Task

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.

11.2.2 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.

11.2.3 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 E300
- Edge E500

11.2.3.1 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.

Task

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

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

11.2.3.2 Cancel Poly Fast Pair

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

Task

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.

11.3 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.

Task

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

11.4 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.

11.4.1 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 course 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.

11.4.2 Enable Electronic Hookswitch

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

Task

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

2. See the *Quick Start Guide* for your phone at [PolySupport](#) for information on connecting a headset to your phone.
3. Go to Menu > Settings > Basic > Preferences.
4. Select Headset > Hookswitch Mode.
5. 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.

11.4.3 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.

Task

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

11.4.4 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.

11.4.5 Disconnect Electronic Hookswitch

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

Task

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.

12 PHONE SYSTEMS

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.

12.1 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.

12.1.1 Change the Phone Display Language

You can change the language used for your phone's user interface.

Task

1. Go to Menu > Settings > Basic > Preferences.
2. Select Language and select a language from the list.

12.1.2 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.

12.1.2.1 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.

Task

- Go to Menu > Settings > Basic > Preferences.
 - o Select Time and Date and choose one of the following options:
 - o Select Date Format to change the date format.
 - o Select Time Format to change the time format.

12.1.2.2 Disable the Time and Date Display

If desired, turn off the time and date display.

Task

- Go to Menu > Settings > Basic > Preferences.
 - o Select Time and Date and select Disable.

12.2 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.

12.2.1 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.

Task

1. Go to Menu > Settings > Basic.
2. On the Backlight Intensity screen, select Backlight On Intensity.
3. Select the intensity that you want:
 - o High
 - o Medium
 - o 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.

12.2.2 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.

Task

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.

12.3 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.

12.3.1 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.

Task

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.

12.3.2 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.

Task

1. Go to Menu > Settings > Basic.
2. Select Power Saving > Timeouts.
3. Configure the following settings:

- o Office Hours Idle Timeout: The number of minutes (1 to 600) the phone waits during office hours before starting power saving mode.
 - o Off Hours Idle Timeout: The number of minutes (1 to 10) the phone waits during nonoffice hours before starting power saving mode.
 - o 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.

13 MAINTENANCE

Maintain your phone by updating the phone software and configuration and by rebooting or resetting your phone as needed.

13.1 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.

Task

1. Go to Menu > Settings > Basic.
2. Select Update Configuration.
3. A confirmation message displays.
4. To continue, select Yes.

The configuration updates. The phone may reboot, depending on which settings you changed.

13.2 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.

Task

1. Go to Settings > Basic > Reboot Phone.
2. Select Yes.

14 TROUBLESHOOTING

If you're having issues with your Poly phone, try the troubleshooting options and solutions in the following topics to resolve certain issues.

14.1 Preparing to Troubleshoot Issues

To prepare to troubleshoot issues with your phone, you can investigate existing warnings, diagnostics checkrun or test the phone hardware.

14.1.1 View Warnings

When a phone can't perform certain tasks, a Warning about icon displays in the status bar. View details the issues from the Warnings screen.

Task

1. Go to Settings > Status > Diagnostics.
2. Select Warnings.
3. The Warnings screen displays, listing any issues.

14.1.2 Run a Diagnostics Check

If you are having problems with your phone, run a diagnostics check to determine if there are any issues.

Task

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.



Figure 13 Diagnostic Report

The icon next to the item indicates the status:

Passed

Failed 
Disabled 

- 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.

14.1.3 Test Phone Hardware

Test the phone's hardware directly from the phone's local interface.

Task

1. Go to Settings > Diagnostics > Test Hardware.
2. Choose from these tests:
 - 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.

14.2 Viewing the Phone's Status

View the status of your phone and various features.

14.2.1 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.

Task

1. Go to Settings > Status.
2. Select System Information.

15 SUPPORT

Need additional assistance?

poly.com/support