







Poly Edge E350 Phone Guide



Feature Keys

The feature keys are the ones that you will use most often. They include the following:

	Home Key – Press the Home key from any screen to display the home view. From the home view, press to display other phone views. If your phone is idle, press to display the lines view.
	Headset Key – This key enables you to place and receive calls through a headset. The key glows green when an analog headset is activated. The key glows blue when a USB or Bluetooth headset is activated.
	Speakerphone Key – This key is used to place and receive calls using the speakerphone. The key glows green when activated.
	Mute Key – Use this key to mute local audio during calls and conferences. The key glows red when activated.
	Transfer Button – This key is used to transfer, or send calls to another person.
	Hold Button – Use this key to place active calls on hold.

Home View

Press the Home key to access your messages, directories, settings, and more. You can also use the navigation keys to scroll or the dialpad to access each menu item.

1. **New Call:** Places an outgoing call.
2. **Redial:** Dial the most recent call.
3. **Messages:** Access the Message Center to listen to your voice messages. You can also access your messages by clicking the **Message Center** button.
4. **Directories:** View your Contact Directory, Call Lists, and Favorites.
5. **Recent Calls:** This shows you a list of recently made phone calls.
6. **DND:** Selecting this key activates Do Not Disturb. Return to the menu to disable DND.
7. **Forward:** Enable or disable your phone's call forwarding settings.
8. **Bluetooth:** Enable Bluetooth and add devices.
9. **Wi-Fi:** Connect to a WiFi network (Available on the E350).
10. **Help & Support:** Initiate a Quick Diagnostic Check, get Help, or get detailed information about your Edge Series Poly Phone.
11. **Settings:** Access Basic and Advanced settings, view additional features, or check the phone status.
12. **Calendar:** Displays the calendar
13. **Applications:** Opens available applications included with your phone.

Directory

To access the directory:

1. Press the **Home** key and select **Directories**.
2. Press **Contact Directory** to view a list of your existing contacts.

The **softkey** options allow you to dial or call a selected contact.

The **Search** softkey enables you to find a contact by First Name, Last Name, Contact, or Job Title.

To add a new contact:

1. Press the **Add Contact** Softkey.
2. Enter the information and press the **Save** softkey.

You can add a contact from the directory, and by default, it will be added as a speed dial to a line key item. Press the **Info** soft key to quickly view a contact's information.

Call Lists organizes your call history into Missed, Received, and Placed Calls.

1. Select **Filter** to choose a list.
2. Clear a list by pressing the **Clear** softkey.

The **Favorites** options show your current favorite contacts. To make a contact a favorite:

1. Choose a contact from the directory.
2. Select the **Edit** softkey, and scroll down to **Favorites**.
3. Select an index number for the contact. This assigns the contact to a line key. For example, selecting index 1 will assign the contact to the first upper left line key.

Placing Calls

To place a call:

1. Dial the number.
2. Pick up the Handset.
3. Press the **Speakerphone** or **Headset** key.

Answering Calls

Depending on your preference, there are multiple ways to answer an incoming call.

1. To answer a call with your **Handset**, lift the receiver to connect to the call.
2. To answer a call via speakerphone, press the **Speakerphone** button.
3. To answer a call via the headset feature, press the **Headset** button.
4. You can press the **Answer** softkey to receive the call. When selected, the call is answered using your speakerphone.

To answer an incoming call when you're already on an active call:

1. Press the **Answer** softkey.
2. Your first call will automatically be placed on hold.
3. To retrieve your first call, use the navigation arrows to scroll to that call.
4. Then, press the **Resume** softkey.

Hold

To put an active call on hold:

1. Press the **Hold** button or the **Hold** softkey.
2. To resume the call, press the **Hold** button again or the **Resume** softkey.
3. If you have more than one call on hold, using the navigation arrows, select the call you wish to reconnect with and press the **Resume** softkey.

Note: If you have the music-on-hold option assigned to your profile, calling parties put on hold will hear music while they wait for you to return to the call.

Mute

To place a call on mute while on an active call, press the **Mute** button. To unmute a caller, press the **Mute** button again.

Call Transfer

Attended Transfer

A Consulted (or announced) Transfer is performed when you announce the call to the recipient prior to transferring the call.

To conduct a consultative transfer while on an active call:

1. Press the **Transfer** softkey or **Transfer** button.
2. Dial the phone number or select a contact from your directory, and then press **Send**.
3. Once the receiving party answers the call, announce the transfer, and press the **Complete Transfer** softkey.

Blind Transfer

A Blind (or unannounced) Transfer takes place when you transfer a call to someone else without announcing the call first.

To conduct a blind transfer while on an active call:

1. Press the **Transfer** softkey or **Transfer** button.
2. Press the **Blind Transfer** softkey.
3. Dial the phone number or select a contact from your directory and then press **Send**.

Do Not Disturb

To enable Do Not Disturb from the Main screen, press the **More** softkey, followed by the **DND** softkey.

You can also enable Do Not Disturb by pressing the **Home** button. Use the Down Navigational arrow to locate the **DND** icon and press **Select**. You will see the Do Not Disturb icon by your extension line appearance, indicating the feature has been enabled. Once Do Not Disturb is enabled, calls cannot be received until you disable the feature. To disable this feature, repeat the previous steps.


Call Park

To park a call while on an active call:

1. Press the **Park1** key or **Park2** key on your phone.
2. If **Park1** is chosen, for example a vertical green line will appear next to the **Park1** key, and the customer will hear Hold music.
3. The Parked call can be retrieved by any other phone by pressing the **Park1** key.
4. If the call is not picked up within the configured timeout period, the call will ring back to the original phone.


Voicemail Setup

To set up your voicemail for the first time:

1. Press the Message Center key 
2. Enter your default passcode, 1234, followed by the # key.
3. Enter your new 4-digit PIN followed by the # key.
4. You can now record your voicemail greeting.

Accessing Voicemail

A red Message Waiting Indicator light notifies you when you have new voicemail messages. To check your voicemail:

1. Press the Message Center key 
2. Enter your new 4-digit PIN followed by the # key.
3. Follow the audio prompts to retrieve your voicemail messages.