

HGC UC

Quick User Guide for

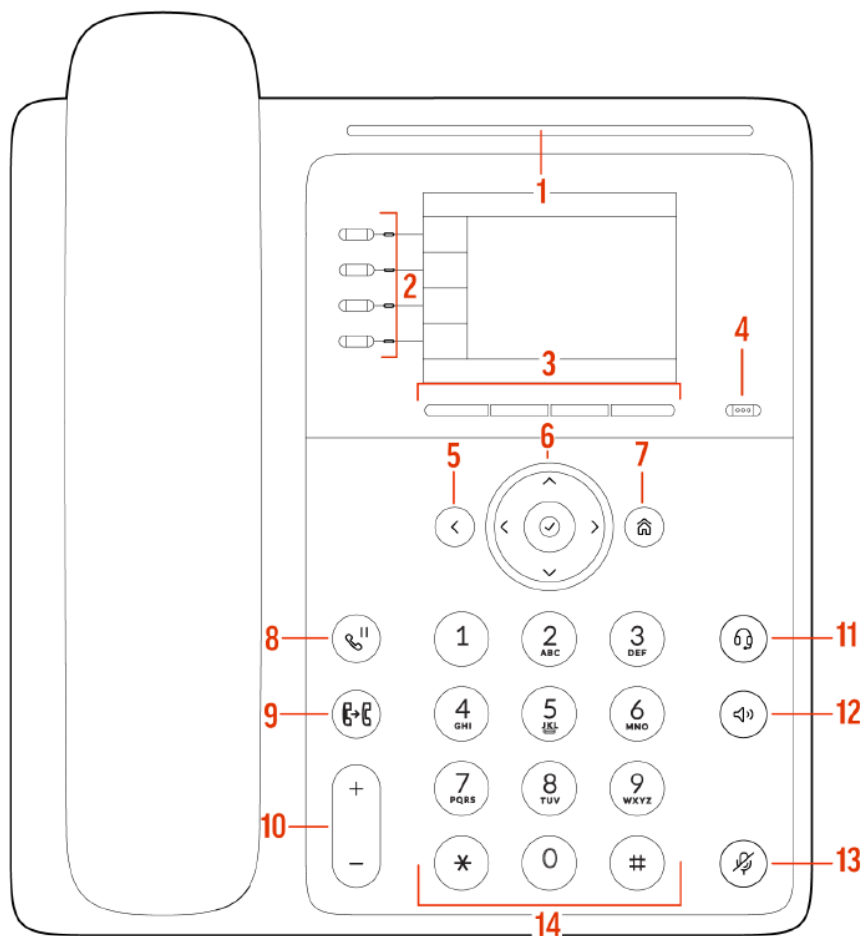
Poly Edge Series

Table of Contents

1. Poly Edge E100 and Edge E220 phone layout features - front	2
2. E100 and E220 layout description - front	3
3. Poly Edge E100 and Edge E220 phone layout features – back	4
4. E100 and E220 layout description – back	5
5. Poly Edge E400 phone layout features – front	6
6. E400 layout description – front	7
7. Poly Edge E400 phone layout features – back.....	8
8. E400 layout description – back	9
9. Voicemail User Guide.....	10
10. Quick User Guide – Poly Edge E Series.	13
11. Icons Used on Poly Edge E Series Phones.....	16
12. Busy Lamp Field Icons	17
13. Placing Audio Calls	18

1. Poly Edge E100 and Edge E220 phone layout features - front

Poly Edge E100 and Edge E220 phone hardware features - front

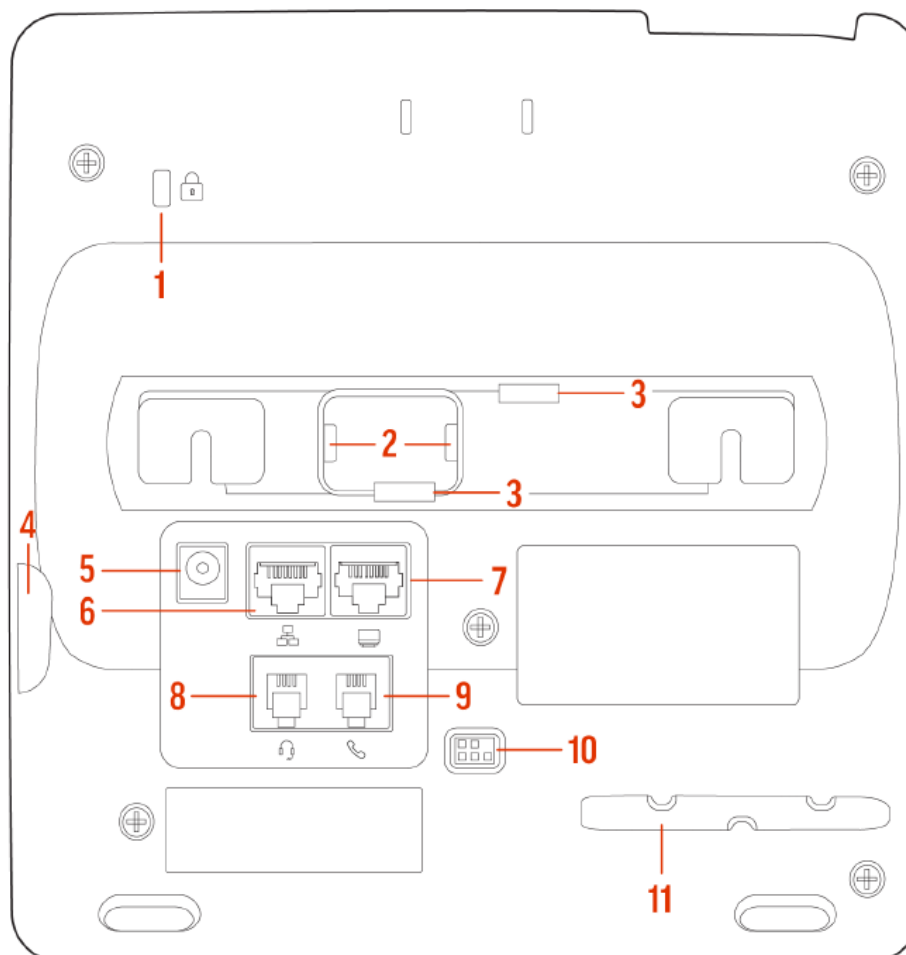


2. E100 and E220 layout description - front

Reference Number	Feature	Description
1	LED bar	Provides call and phone status information.
2	Line keys	Select a phone line, view calls on a line, or quickly call a favorite contact. The Poly Edge E100 supports two keys, and the Poly Edge E220 supports four keys.
3	Softkeys	Select context-sensitive keys that display along the bottom of the screen.
4	Pagination key	View additional line screens.
5	Back key	Return to the previous screen.
6	Navigation keys / Select key	Scroll through information or options displayed on the phone's screen or select a field of displayed data.
7	Home key	Display the Home screen from other screens or display the Lines and Calls screen from the Home screen.
8	Hold Key	Hold an active call or resume a held call.
9	Forward/Transfer key	Forward or transfer an active call to a selected contact.
10	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
11	Headset key	Place and receive calls through a headset.
12	Speakerphone key	Provides ringer and speakerphone audio output.
13	Mute key	Mute or unmute the microphone during an active call.
14	Dialpad	Enter numbers, letters, and special characters. Use the dialpad keys to select menu items that have index numbers.

3. Poly Edge E100 and Edge E220 phone layout features – back

Poly Edge E100 and Edge E220 phone hardware features - back



4. E100 and E220 layout description – back

Reference Number	Feature	Description
1	Security slot	Attach a universal security cable lock to your phone so you can secure it to a desktop.
2	Wall mount block retaining slots	Attach the wall mount block to the phone.
3	Stand connection slots	Attach the stand to the phone. This enables the phone to sit at a 30- or 60-degree angle.
4	USB port	Attach a USB flash drive, a USB headset, or a compatible camera.
5	Power port	Connect the phone to a power outlet.
6	Network port	Connect the phone to a PoE-supported Ethernet port.
7	Computer connection network port	Connect a computer through your phone for network access.
8	Headset port	Connect a headset to the phone.
9	Handset port	Connect a handset to the phone.
10	Electronic Hookswitch (EHS)	Enables you to use the controls on your headset to answer and end calls.
11	Handset cable slot	Holds the handset cable away from the phone base.

5. Poly Edge E400 phone layout features – front

View of Phone

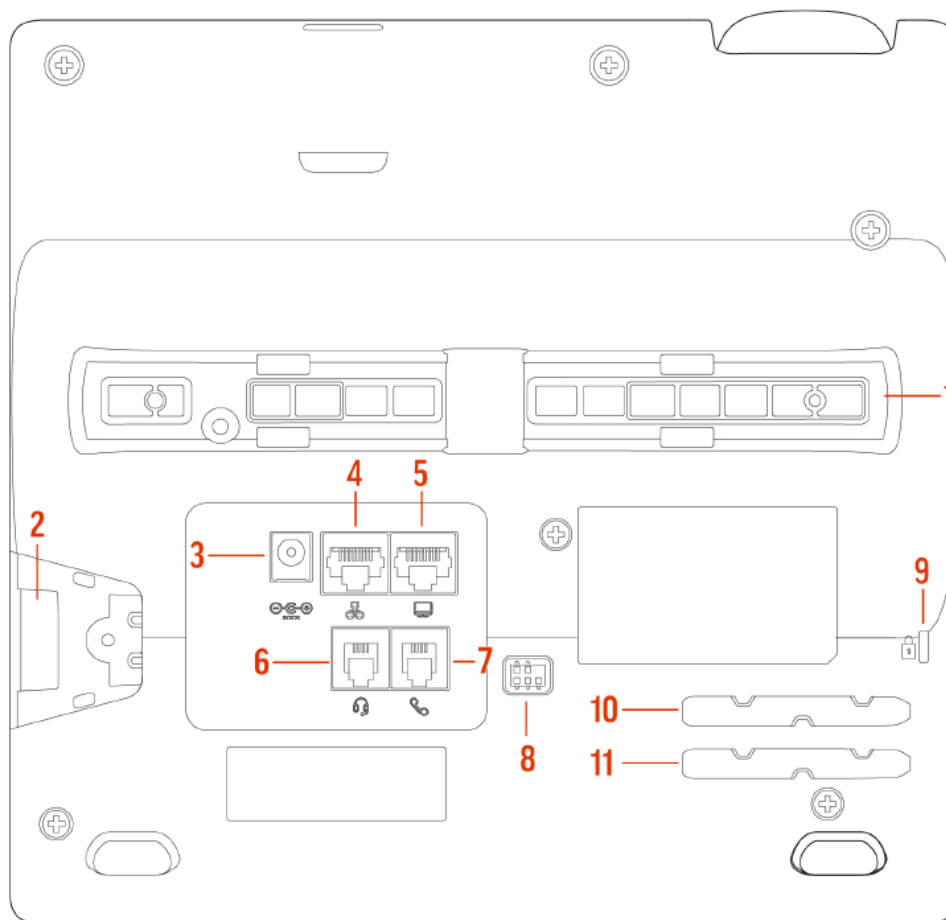


6. E400 layout description – front

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 favourite 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 Key/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	Message Key	Access and manage instant and voice messages.
9	Hold Key	Hold an active call or resume a held call.
10	Forward/transfer Key	Forward or transfer an active call to a selected contact.
11	Volume	Adjust the volume of the handset, headset, speaker and ringer.
12	Dialpad	Enter numbers, letters and special characters. Use the Dialpad to select menu items that have index numbers.
13	Headset Key	Place and receive calls through a headset.
14	Speakerphone Key	Provides ringer and speakerphone audio output.
15	Mute Key	Mute or unmute the microphone during an active call.
16	Secondary Screen	Provides a line screen in addition to the main screen.
17	Secondary Screen Lines Keys	Secondary screen line keys.
18	Secondary Screen Pagination Keys	Navigate between pages on the secondary screen.

7. Poly Edge E400 phone layout features – back

Poly Edge E400 Series phone hardware features - back

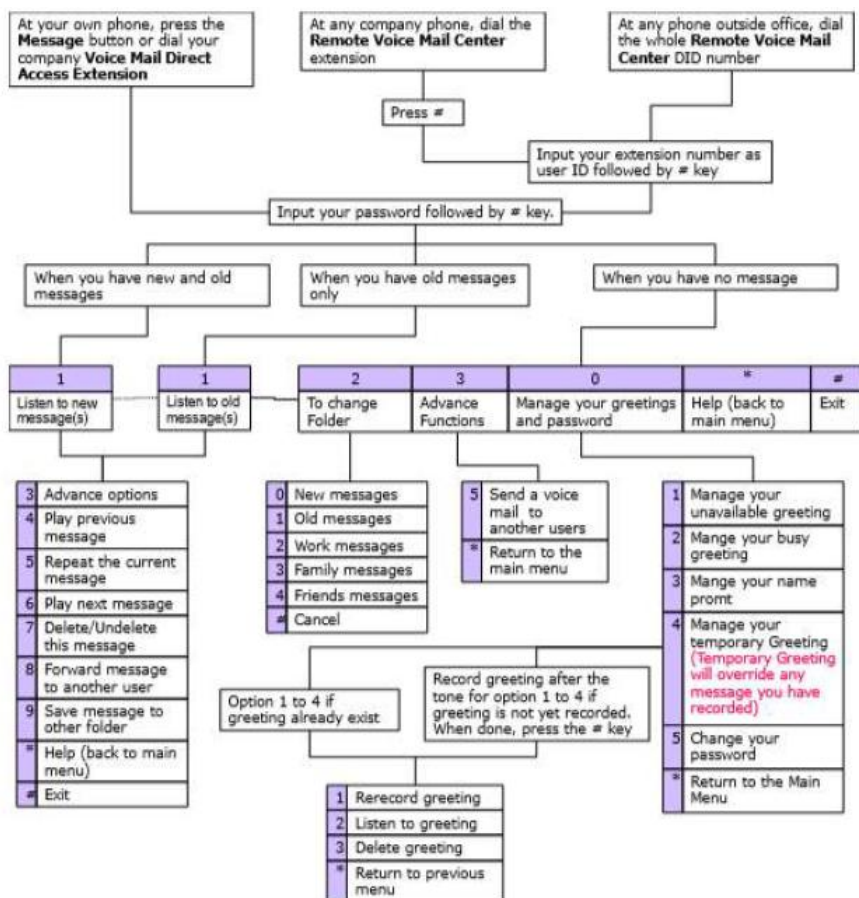


8. E400 layout description – back

Reference Number	Feature	Description
1	Stand connection slots	Attach the stand to the phone. This enables the phone to sit at a 30- or 60-degree angle..
2	USB port	Attach a USB flash drive, a USB headset, or a compatible camera.
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.

9. Voicemail User Guide

Press Msgs or dial the voicemail center number follow by your extension and voicemail PIN and #. (From the Desktop Phone)



After login to your mailbox, below here is the main menu of the voicemail

- Voicemail Main Menu

Dialpad	Description	Remarks
1	Listen to messages	
2	To change folder	
3	Advanced functions	
0	Manage greetings	
*	Help (back to Main Menu)	
#	Exit	

- Listen to messages (New/Old)

Dialpad	Description	Remarks
3	Advance options	
4	Play previous message	
5	Repeat the current message	
6	Play the next message	
7	Delete/ Undelete this message	
8	Forward the message to another user	
9	Save message to other folder	
*	Help (back to Main Menu)	
#	Exit	

- To change folder

Dialpad	Description	Remarks
0	New messages	
1	Old messages	
2	Work messages	
3	Family Messages	
4	Friends messages	
#	Cancel	

- Advance functions

Dialpad	Description	Remarks
5	Send a voicemail to another users	
*	Return to the Main Menu	

- Manage greetings

Dialpad	Description	Remarks
1	Manage unavailable greeting	
2	Manage busy greeting	
3	Manage name prompt	

4	Manage temporary greeting	Temporary greeting will override any message you have recorded
5	Change password	Mailbox password
*	Return to the Main Menu	

10. Quick User Guide – Poly Edge E Series

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

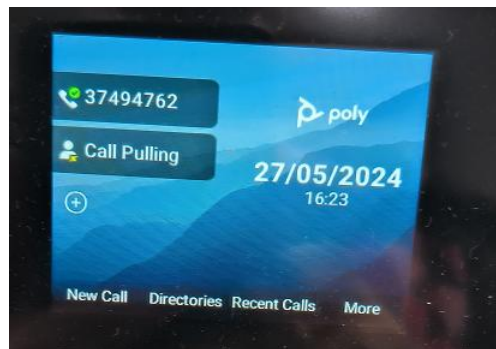
On the Home screen, you can do the following:

- 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.

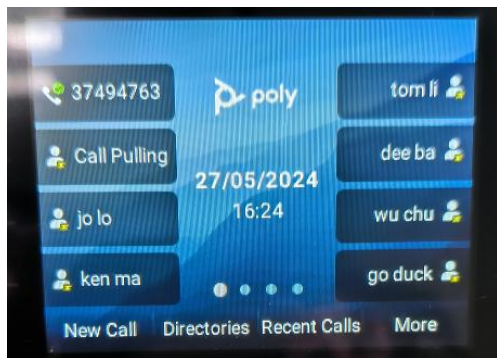
Note: The following home screens are examples. Depending on how your system administrator has configured your phone, your home screen may look different.



E100 Home screen



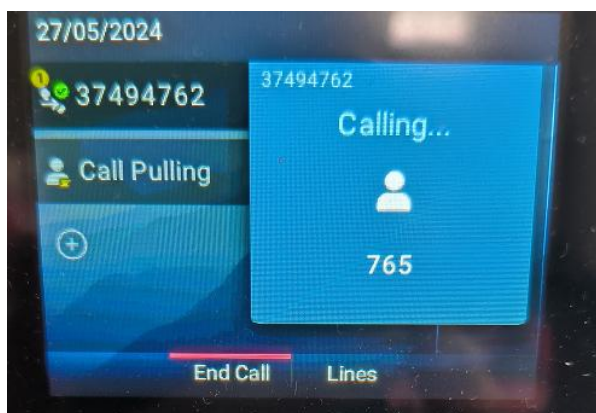
E220 Home screen



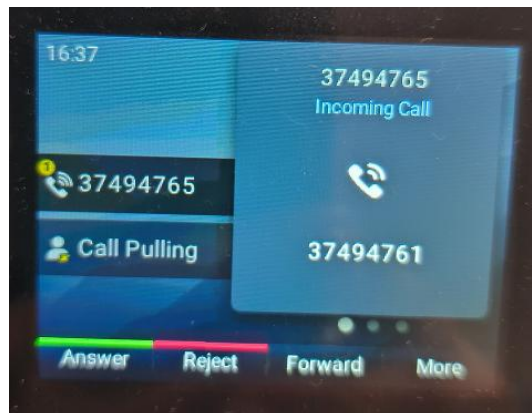
E400 Home screen

Call screen overview

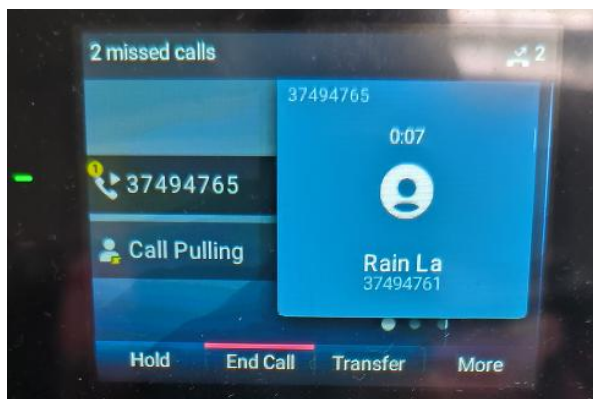
Call screens display the status of incoming, outgoing, and active calls. You can access these screens on the Home screen.



Outgoing Call



Incoming Call



One Active Call



Call On-hold



Call transfer screen

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

Icon	Description	Icon	Description
	New message		

12. Busy Lamp Field Icons

The phone displays icons to indicate line status to users.

Icon	Description	Icon	Description
	User is Available for calls.		User is on Do Not Disturb .
	User is receiving an incoming call .		User is on hold .
	User is busy .		User is Offline . (Phone may be unplugged or unregistered)

13. Placing Audio Calls

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

Remarks: To call international numbers, you need to subscribe to IDD services.

- 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.

Place a Call

1. Press the Speakerphone  button, Headset  button, or the New Call softkey.
2. Do one of the following:
 - Dial the extension or phone number to call and press the Send softkey.
 - Use the Up or Down navigational buttons to select a recent caller.
 - Press the Directories softkey, select the specific directory (Contact Directory, Call Lists, Favorites), and press Dial softkey.

You can also initiate a call on the dialer by...

1. Dial the extension or phone number.
2. Do one of the following:
 - Press the Dial softkey.
 - Pick up the handset.
 - Press the Speakerphone  button.
 - Press the Headset  button.

Answering Audio Calls

When you receive an incoming call on your phone, you may answer the call by variety of ways. Do one of the following:

- Press the Answer softkey.
- Pick up the handset.
- Press the Speakerphone  button.
- Press the Headset  button.

Ignore or Reject a Call

If you are unavailable to take a call, you have several different ways of rejecting a call.

Ignore a Call

You can silence an incoming call to stop your phone from ringing.

To silence, or ignore, an incoming call, press the Ignore softkey.

✓ When a call is silenced, the incoming call notification will continue to be displayed on the phone's screen.

Manually Reject a Call

When you are receiving an incoming call that you cannot take, you can reject the call. To reject an incoming call, press the Reject softkey.

✓ The rejected call will be shown in the Received Calls list in the phone's Recent Calls.

Forward a Call

While a call is ringing, you can manually forward the call to another person.

To forward a ringing call...

1. While the phone is ringing, press the Forward softkey.
2. Enter the extension number or phone number that the call should be forwarded to.
3. Press the Forward softkey again.

Disable Call Waiting

If the call waiting feature is disabled, the phone will automatically reject incoming calls when you are on an active call. This can be handy when you know that you should only handle one call at a time.

To disable the Call Waiting feature...

1. Press the Home button.
2. Navigate to 10 Settings → 1 Basic → 1 Preferences → 9 Call Waiting.
3. Select Disabled.

✓ Now calls that you receive while you are on an active call will be either sent to your voicemailbox or forwarded by a Busy Forward.

Transferring calls

While you are handling a call, you may find it necessary to send your caller to a different destination.

There are different ways you can transfer calls to users:

1. Blind Transferring (Cold)
2. Consultative Transferring (Warm)

Perform a Blind Transfer

If you need to transfer call to someone else, you have the option to send the call straight to that other person without speaking to them using a blind transfer.

To perform a blind, or cold, transfer...

1. Press the Transfer  button or the Transfer softkey during a call.
2. Select More → Blind Transfer.
3. Select More → Blind Transfer.
4. Select More → Blind Transfer.
 - Dial the extension or phone number to call and press the Send softkey.
 - Use the Up or Down navigational buttons to hover over a recent caller and press the Send softkey.
 - Press the Directories softkey, select the specific directory (Contact Directory, Call Lists, Favorites), and press Dial softkey.

Perform a Consultative Transfer

If you would like to speak with the person you will be transferring a call to, you can use a consultative transfer.

To perform a consultative, or attended, transfer...

1. Press the Transfer  button or the Transfer softkey during a call.
2. Do one of the following:
 - Dial the extension or phone number to call and press the Send softkey.
 - Use the Up or Down navigational buttons to hover over a recent caller and press the Send softkey.
 - Press the Directories softkey, select the specific directory (Contact Directory, Call Lists, Favorites), and press Dial softkey.
3. After the contact answers the call, speak with them and then press Transfer to finish the consultative transfer.

Audio Conference Calls (3 party Conference Call)

Whenever you need to, you can host a conference call using the phone's conferencing features.

Initiate a Conference Call

You can start a conference call by either...

- Inviting participants.
- Merging multiple calls into a conference.

Invite Participants

Another easy way to start a conference call is by inviting one or more members to an active call.

To initiate a conference call in this way...

1. Place a call to the first party.
2. After the first party answers the call, press the Conference softkey.
3. Initiate another call with another person.
4. When the call is answered, press More → Conference to join the calls.
5. If needed, press the Conference softkey to add more participants.

Merge Calls

When there are multiple calls, you can merge them into a single conference call.

While you have multiple calls active on your phone, press the Join softkey to merge them into a conference call.

Hold and Resume a Conference Call

If you need to pause a conference call, you can place every participant on hold. While the conference is on hold, other participants will not hear each other until the held conference call is resumed.

- To hold the conference call, press the Hold softkey or the Hold  button.
- To resume the conference call, press the Resume softkey or press the Hold  button again.

Mute and Unmute a Conference

Whenever you need to, you can mute your own microphone to prevent the other participants from hearing you. Muting yourself will still allow other participants to hear each other.

- To mute your microphone, press the Mute  button.
- To unmute yourself, press the lit-up Mute  button again.

Split a Conference

When you are done with a conference call, you can move the callers into their own lines to handle their calls separately.

To split a conference call into separate line, press the Split softkey. From there, you can resume each call and manage their calls from there.