



HGC UC

A Quick User Guide for Poly
Edge E100

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Version: 1.0

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1. Poly Edge E100 phone layout features - front



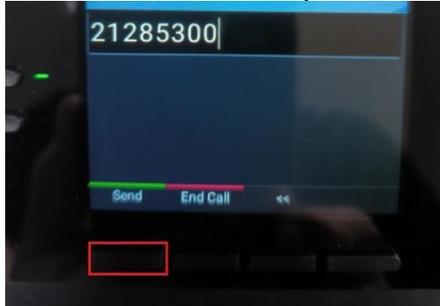
Area on Image	Feature Description	Area on Image	Feature Description	Area on Image	Feature Description	Area on Image	Feature Description
①	Handset	⑤	Soft keys (Function on display)	⑨	Home button	⑬	Headset button
②	Speakerphone	⑥	Back button	⑩	Hold button	⑭	Speakerphone button
③	Extension buttons	⑦	Navigation buttons	⑪	Transfer button	⑮	Mute button
④	Display screen	⑧	Select button	⑫	Volume button	⑯	Call and voicemail indicator light

2. Basic Features

- 2.1. Place a call - Use the Handset or Speakerphone.
When using the speakerphone, the Speakerphone key glows green.

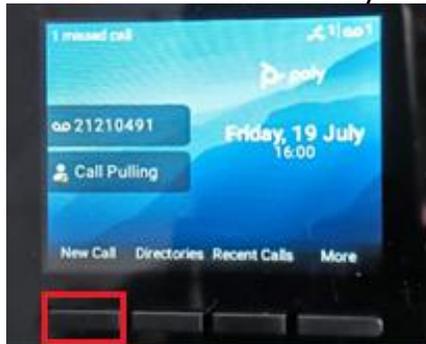
Make an outbound call using the handset.

1. Lift the phone's handset from the cradle.
2. Enter a number using the physical dialpad.
3. Press the Send softkey



Make a call using the speaker phone

1. Press the New Call softkey



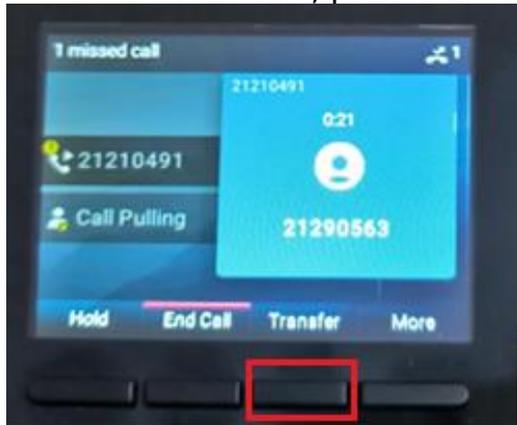
2. Enter the number using the physical dialpad. The hands-free outbound call will be placed.



2.2. Transfer a call (Blind transfer)

Blind transfer, also known as unattended transfer or cold transfer, transfers the caller to an extension without any interaction between the persons transferring the call and the extension receiving the transfer.

1. While in an active call, press the Transfer soft key.



2. Enter the extension number to be transferred to and press the Send softkey.
3. Press Complete Transfer to complete the blind transfer and place the handset to the cradle.



2.3. Transfer a Call (Consultative transfer)

A Consultative transfer, also known as attended transfer or warm transfer, is to transfer the caller to an extension by interacting with the recipient before completing the transfer.

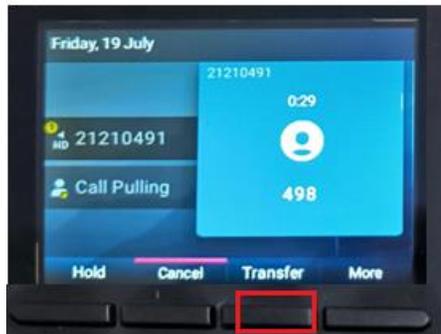
1. While in an active call, press the Transfer softkey.



2. Enter the extension number to be transferred to and press the Send softkey.

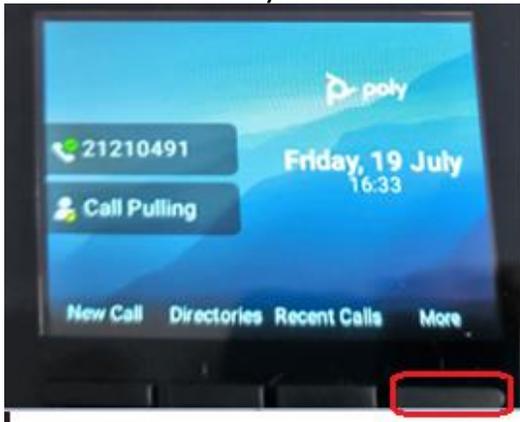


3. Once the recipient answers the call, you can announce to this person the intention to transfer the call, then press the Transfer softkey. The Consultative transfer will be completed.



Notes : If the call is not answered, press the Cancel soft key to return to the original caller.

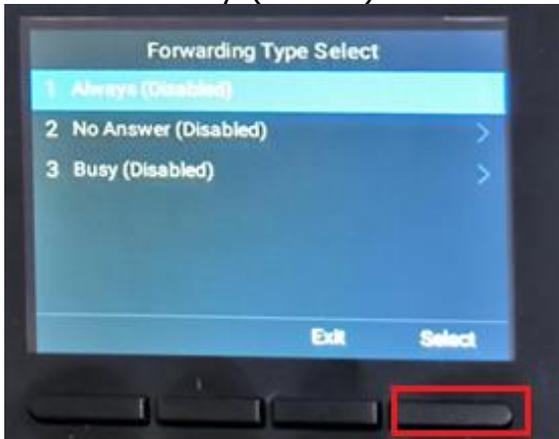
- 2.4. Call Forward (How to enable Call Forward)
1. Press More soft key



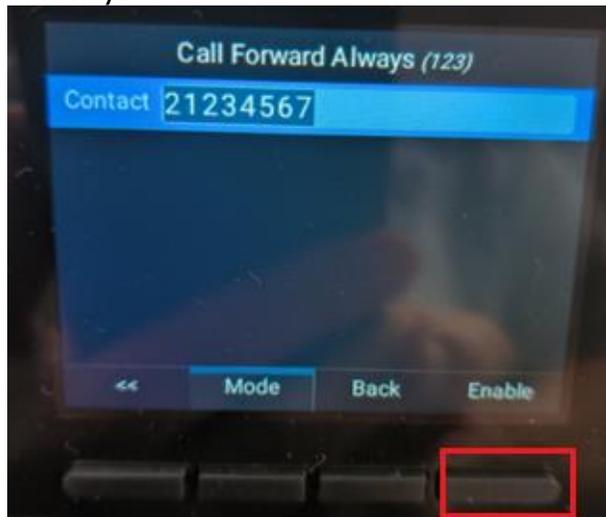
2. Then Press Forward soft key



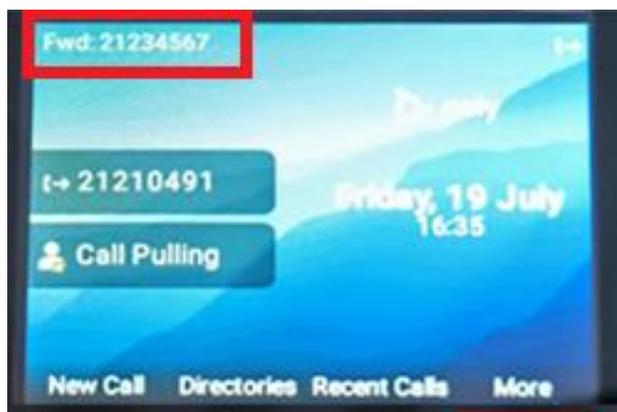
3. Select 1 – Always(Disable) of the Forwarding type



4. Then, enter the extension or number to be forwarded to and press Enable soft key.

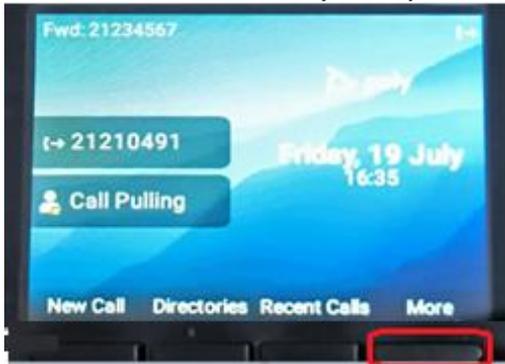


5. The call forward task is completed (look at the icon and fwd number display on the screen)

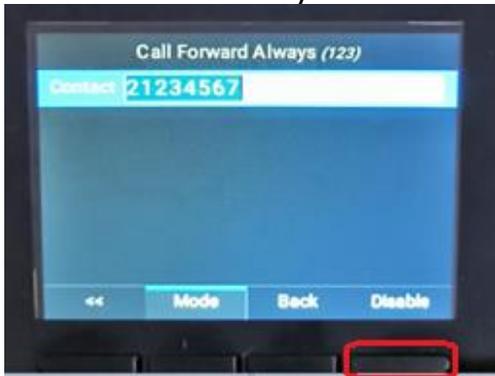


2.5. Cancel Call Forward

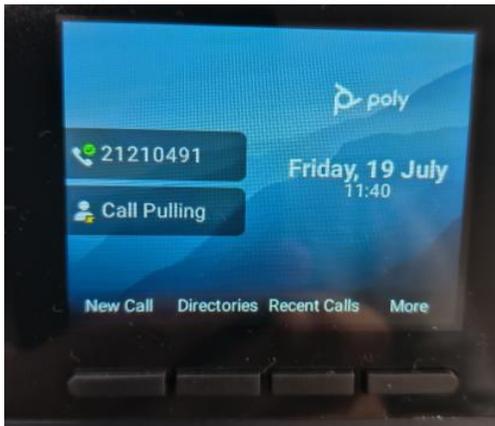
1. Press the More soft key and press Forward soft key.



2. Press Disable soft key to disable the call forward.



3. The call forward is disabled and resume to normal.



2.6. Conference Calling

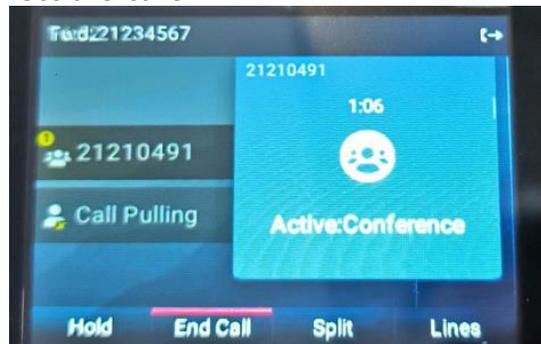
1. While on an active call, press the More soft key and press Conference soft key.



2. Enter the extension number or phone number that you want to add to the conference call and press Send soft key.



3. When the second call is answered, press the More soft key and then press the Conference soft key to connect the calls.



2.7. Call Pulling

Call Pulling means the call will hop over to the new device without interruption or Pause.

1. While in an active call using the mobile app and the user back to office at his/her desk without disconnect the call. User can transfer the call to desk phone without interruption by press the extension button (Call Pulling)



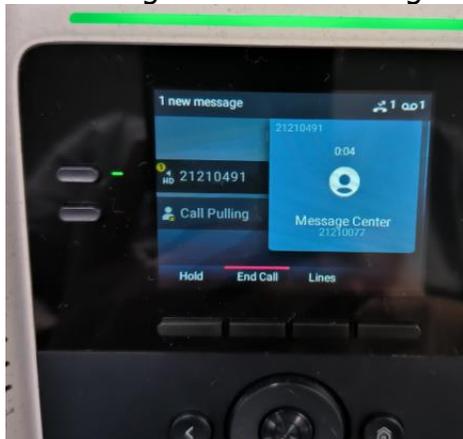
2.8. Listen to Voicemail

When the voicemail indicator light flash, there is a voicemail on the mailbox for the user. The user can retrieve the voicemail by the following.

1. Press on the home button and select the Messages



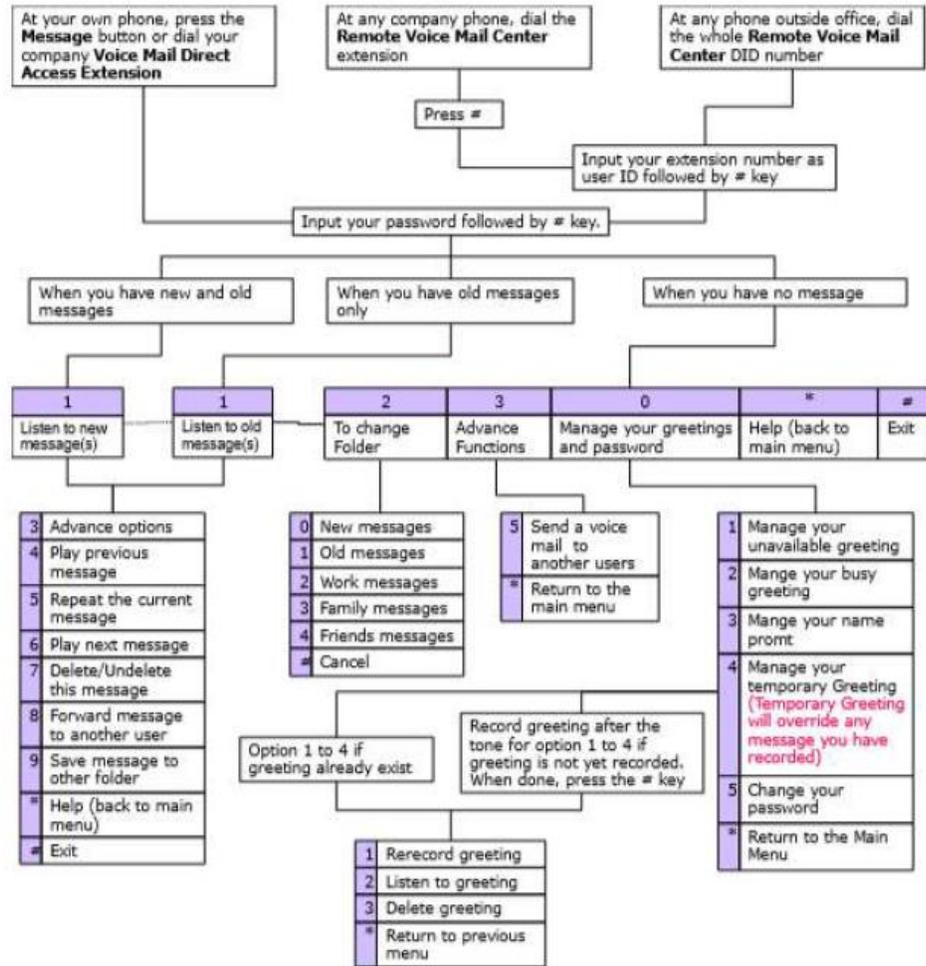
2. Then, input the PIN (password) and press # (you will hear the instruction of retrieving the voicemail as guided by voice prompt).



3. Voicemail Management User Guide

3.1. Login to Voicemail

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

3.2. 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	

3.3. 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	

3.4. To change folder

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

3.5. Advance functions

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

3.6. 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	