

COMMON AREA PHONE GUIDE: POLY EDGE E100

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Feature	Description
Line keys	Select a phone line, view calls on a line or quickly call a favourite contact
Softkeys	Select context-sensitive keys that display along the bottom of the screen
Back key	Return to previous screen
Navigation/select key	Scroll through information or options displayed on the phone's screen and / or select displayed information / contacts
Hold key	Hold an active call or resume a held call
Forward/transfer key	Forward or transfer an active call to a selected number or contact
Volume keys	Adjust the volume of the handset, headset or speakerphone or ringer
LED bar	Provides call and phone status information
Pagination key	View additional line screens
Home key	Display the Home screen or the Lines and Calls screen if on the Home screen
Headset key	Place and receive calls through a headset
Speakerphone key	Provides ringer and speakerphone audio output
Mute key	Mute or unmute the microphone during an active call

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Wake the phone

The phone screen turns off after a set amount of idle time. You can wake the phone at any time after this happens. If you have phone lock enabled, you are prompted to input the PIN when you wake the system. Do one of the following:

- Lift the handset.
- Press the headset key
- Press the Speakerphone key

Adjust the volume

Use the Volume + and - keys

Set up a contact

1. Press the Home key
2. Scroll down to and select Directories
3. Then do one of the following:
 - Select Contact Directory, then the Add softkey and insert a new contact
 - Select Call Lists, then Select the number you want to include as a contact, then press the Add Contact softkey

Contact information Options are mostly self-explanatory. Others include:

Contact	Your contact's phone number
Favourite Index	An index number that allows your contact to display in your Favourites list
Label	A label or title for your contact

Set up a favourite

1. Navigate 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 Favourite Index and enter a new favourite index number. Note: If you enter an existing index number, a message displays that the favourite index already exists
5. Select Save
6. The first two favourites will appear on the Home screen

Make a call

Pick up the Handset, or press the Headset or Speakerphone key, then do one of the following:

- enter the phone number
- press the Home key > Directories > Contact Directory or Call Lists or Favourites
- Then select the desired phone number or contact and press the Dial softkey

Receive a call

When your extension is called you will get a notification on the screen to Answer or Reject the call (or you can pick up the handset to answer). You can also Forward or click on More to ignore the call

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Voicemail

Set up

1. Click on the VM softkey > Connect
2. Press 1 to access the voice messaging main menu. You can record your greetings and retrieve voice messages.

Retrieve messages

1. Press the VM softkey > Connect
2. Follow the instructions

Transfer a call

After answering a call, press the Transfer key or softkey and the call is automatically placed on Hold

The default is a Blind Transfer:

1. type in a number or search for a contact or select a contact from the Home screen
2. the call transfers to the intended recipient and is disconnected from you

You can also do a Consult Transfer. By selecting softkey to change to Consultative:

3. type in a number or search for a contact or select a contact from the Home screen
4. after the intended recipient agrees to take the call, select Transfer

Forward all calls

1. Press the Home key
2. Navigate to and select Forward
3. Choose when you want calls to be forwarded, the options are: Always, No Answer, Busy
4. Press the Select softkey
5. Insert the Contact number or Contact to which calls should be forwarded (press the Mode softkey to enable alphabetical character insertion including the ability to type in Voicemail)

Place a call on hold

- After answering the call press the Hold key or softkey
- Press the Resume softkey to return to the call

Further help

[Poly Edge E Series Phones Quick Tips](#)

[Poly Edge E100 & E200: Basic Phone Features](#)
[| HP Support](#) (video)

[Poly Edge E100 tutorial videos](#)