

Poly® Edge® E500 Business Phones



QUICK USER GUIDE*

W TABLE OF CONTENTS

Home Screen	3
Placing a Call	3
Answering a Call	4
Hold and Resume a Call	4
Transfer a Call	4
Transfer a Call to Voicemail	4
Viewing Call History	4
Managing Call History	5
Forwarding a Call	5
Muting the Microphone	5
Holding Calls	5
Placing Conference Calls	6
Contact Directory	6
Add a Speed Dial	6
Listening to Voicemails	6
Adjusting Volume	6
Changing Ringer Settings	7
Set Ringtone for Incoming Calls	7
Set Ringtone for Individual Contacts	7
Disclaimer	7





HOME SCREEN

Displays menu options for settings and device information for all Poly Edge E Series Phones.



PLACING A CALL

You can only have one active call in progress on your phone. To place a call:

- Pick up the handset, enter the phone number, and the phone will automatically dial.
- Press 🔞 or 🔘 , enter the phone number, and the phone will automatically dial.
- Enter the phone number, press **Dial**, and pick up the handset.
- Enter the phone number and press or O
- Press the **Line** key, enter the phone number, and the phone will automatically dial.
- Select New Call, enter the phone number, and the phone will automatically dial.



ANSWERING A CALL

You can answer a call using the handset, speakerphone, or a headset.

To answer a call - do one of the following:

- To answer with the speakerphone, press **(1)** or press the **Answer** softkey.
- To answer with the handset, pick up the handset.
- To answer with a headset, press 📵

HOLD AND RESUME A CALL

You can have multiple calls on hold and resume a call at any time.

To hold a call:

» Press the **Hold** softkey or press 🕊

To resume a call:

» Highlight the call and press the **Resume** softkey or press 💘

TRANSFER A CALL

You can transfer calls to any contact (internal or external). Default Transfer is consultative. To transfer a call:

- Press the **Transfer** softkey or press (4)
- Dial a number or choose a contact.
- Press the **Send** softkey to consult with the recipient.
- Press (+() or **Transfer** softkey after speaking with your contact to finish transfer.

TRANSFER A CALL TO VOICEMAIL

- During a call, Press the **Transfer** softkey or press (••)
- Dial *55 plus the extension to which you want to transfer the call followed by the # key.

VIEWING CALL HISTORY

- Press the (a) and scroll down to Recent Calls (Press 3) and press Recent Calls
- Select Type to filter:
 - o All Calls
 - o Missed Calls
 - o Placed Calls
 - o Received Calls

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MANAGING CALL HISTORY

Press the (a) and scroll down to Recent Calls (**Press 5**)

- o When you enter recent calls, you can do the following:
 - Tap **Dial** to call the highlighted entry
- Tap **Information** to delete single entry from the list or bring up call details o To Delete Call Log
 - More > Clear > All Calls > Select
 - You can also choose to delete just the following:
 - o All Calls
 - o Missed Calls
 - o Received calls
 - o Placed calls
 - o Displayed calls

FORWARDING A CALL

You can forward an incoming call to a contact or forward all incoming calls to a contact. To forward all incoming calls:

- Call Forward Always
 - o *72 followed by the phone number you want to forward it to. Use *73 to end call forward always.
- Call Forward Busy
 - o *90 followed by the phone number you want to forward it to. Use *91 to end call forward busy.
- Call Forward No Answer
 - o *92 followed by the phone number you want to forward it to. Use *93 to end call forward no answer.

MUTING THE MICROPHONE

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. To mute select the Mute key on the phone:

HOLDING CALLS

From Lines, Calls, or Active Call view, tap (s). If you're in Calls view, remember to highlight the call first. To resume a held call, tap **Resume** from either Lines or Calls view.



PLACING CONFERENCE CALLS

- While in an active call, press More > Conference.
- Dial the second party and press Send
- When the contact answers, press **More**, then **Conference** to send the call to the second party.
 - o Tap **End Call** to remove yourself from the call, but keep the other participants connected.
 - o Tap Manage to manage each participant.

CONTACT DIRECTORY

- To view your Directory—Tap Directories from Home view and tap Contact Directory.
- To add a contact—Navigate to your **Contact Directory** and tap the **add** button **+**. Type the contact's information, and tap **Save**. To make a contact a Favorite, enter a Favorite Index number
- To update contact information—Navigate to your **Contact Directory** and tap the contact. Tap **Information**, select **Edit**, update the contact's information, and tap **Save**.
- *To delete a contact*—Navigate to your **Contact Directory** and tap the contact. Tap **Delete** and tap **Delete** again to confirm.
- *To search for a contact*—Navigate to your **Contact Directory** and tap **Search**. Enter search criteria and tap **Search**.
- To dial a contact from your Directory—Navigate to your Contact Directory and highlight the contact, tap Information. From the contact's information screen, tap Dial

ADD A SPEED DIAL

You can add speed dials to any empty line key. *To add a speed dial:*

- Tap 📵 and from the Add Speed Dial menu, do one of the following:
 - o Select **Search** and enter a name in the Name field.
 - o Select **Add** from the Add New Contact menu, enter contact information and assign a *Favorite Index number*.

LISTENING TO VOICEMAILS

- Press the (a) and scroll down to Messages (Press 3)
- Follow the prompts to access your messages.

ADJUSTING VOLUME

To change call volume, press during a call to change the ringer volume, press when the phone is idle or ringing.



CHANGING 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 headset, handset, speaker, or the active audio device you set.

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

SETTING RINGTONE FOR INCOMING CALLS

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

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

SETTING RINGTONE FOR INDIVIDUAL CONTACTS

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

- Go to **Directories** > **Contact Directory**
- In the Contact Directory, **select a contact**.
- On the Contact Information screen, select Edit.
- On the Edit Contact screen, select Ring Type and choose a ringtone.
- Press **Select** to listen to and assign the ringtone.
- Press the **Back** softkey to confirm the selection.

The information in this guide applies to the Poly® Edge® E series Business Media Phones. Note that configurations vary, and the screen displays used in this guide may not reflect those on your phone. See your system administrator for more information www.polycom.com | 1725-44639-001 Rev.A | November 2012 © 2012, Polycom, Inc. All rights reserved. POLYCOM®, the Polycom logo and the names and marks associated with Polycom's products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.

Additional Resources

Business Customer Care: 1-800-658-2150

TeleCloud University:

https://www.vexusfiber.com/telecloudu/