

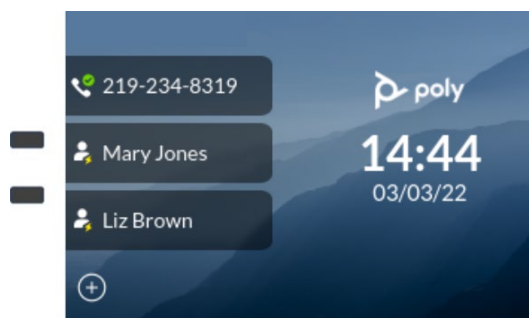
Poly Edge E Series Phones Quick Tips

June 2025

These Quick Tips apply to Poly Edge E Series Phones.

Home Screen

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







Place a Call

You can only have one active call in progress on your phone.

» Do one of the following:

To place a call:



- Pick up the handset, enter the phone number, and press **Send**.
- Press  or , enter the phone number, and press **Send**.
- Enter the phone number, press **Dial**, and pick up the handset.
- Enter the phone number and press  or .

- Press the line key, enter the phone number, and select **Send**.
- Select **New Call**, enter the phone number, and press **Send**.

Answer 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  or press the **Answer** softkey.
 - To answer with the handset, pick up the handset.
 - To answer with a headset, press .

End a Call

You can only end active calls. To end a held call, you must resume the call first.

To end an active call:

- » Replace the handset in the cradle, press  or , or press the **End Call** softkey.


To end a held call:

- 1 Highlight the held call and press **Resume**.
- 2 Press **End Call**.


Hold and Resume a Call

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

To hold a call:

- » Highlight the call and 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.

To transfer a call:

- 1 Press and hold the Transfer softkey or press .
- 3 Choose **Blind** or **Consultative**.
- 4 Dial a number or choose a contact.

If you chose **Blind**, the call is transferred immediately.

- 5 If you chose **Consultative**, press the **Transfer** softkey or press  after speaking with your contact.

Forward a Call

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

To forward an incoming call:

- 1 On the Incoming Call screen, select **Forward**.

To forward all incoming calls:

- 2 On the **Main Menu** screen, select **Forward**.
- 3 If you have more than one line, select a line.
- 4 Choose either **Always**, **No Answer**, or **Busy**.
- 5 Enter a contact's number and select **Enable**.

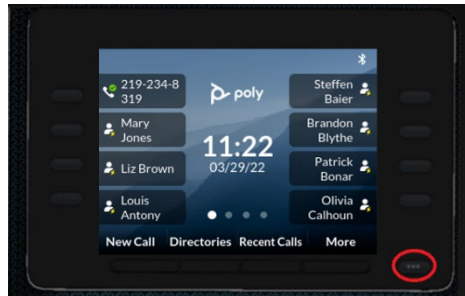
If you chose **No Answer**, you can enter the number of rings before the call is forwarded.

Manage Pages

New pages are automatically added to the **Home** screen of your phone when you exceed the physical line key limit. Use the **Pagination** key to move between the pages, set the default page, and delete pages when you no longer need them.

Move Between Pages

- » Press the **Pagination** key to move between pages 1-4.

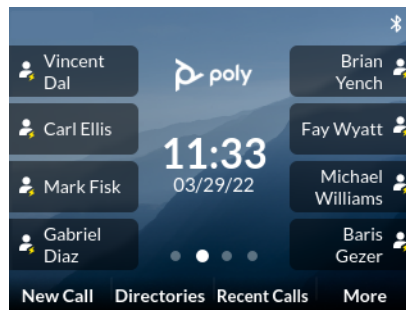


Set a Default Home Page

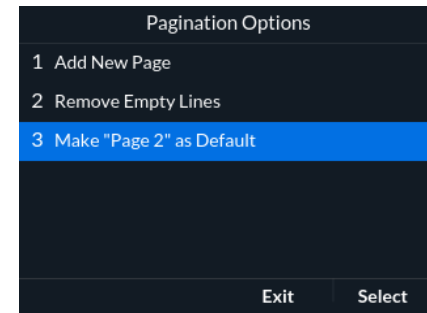
Use the **Pagination** key to set a new Default Home page.

To set a Default Home page:

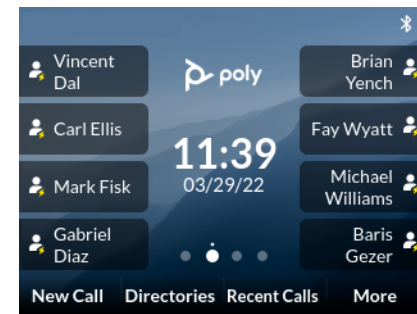
- 1 Move to the page you want to set as the new Default Home page.



- 2 Long press the **Pagination** key.
- 3 From the **Pagination Options** window, select **Make "Page N" as Default** (where N=new page).



Your new Default Home page displays with a white dot above the page indicator.



Delete a Page

You can delete a page that has been auto-appended.

Prerequisite: Be sure that you've removed all speed dials from the page you want to delete. If a page has speed dials, it can't be deleted.

To delete a page:

- 1 Press 

A message displays asking if you want to delete the page.

- 2 Do one of the following:

- Select **Yes** to delete the page.
- Select **No** to return to the **Home** screen.


Manage Speed Dials

Add, delete, and replace Speed Dials to the line keys.

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
 - Enter a name in the **Name** field.
 - Scroll to **Contact** and press **Select**. From the **Add New Contact** menu, enter contact information.
 - Scroll to **Directory** and press **Select**. From the **Add Speed Dial – Directory** menu, scroll to the wanted contact, press **Select** and **Add New**.
 - Scroll to **Search** and press **Select**. From the **Add Speed Dial – Search** menu, enter a name. From the **Add Speed Dial – Search Results** menu, scroll to wanted contact and press **Select**.
 - Scroll to **Recent Calls** and press **Select**. From the **Add Speed Dial – Recent Calls** menu, scroll to the wanted contact and press **Select**.

Use Help & Support Menu

Use the **Help & Support** menu to access help and support information, run diagnostic checks and reports, and get information about your phone.

Access Help and Support Information

Scan a QR code to access help videos, animations, and other documentation from the Help menu of your Poly Edge E series phone. To access help and support information:

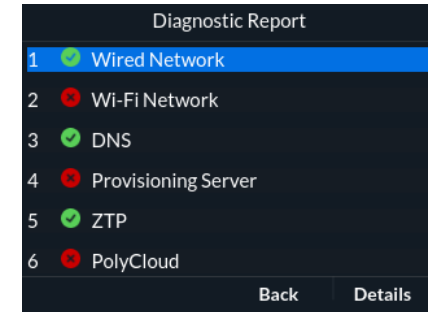
- 1 Go to **Main Menu > Help & Support**.
- 2 From the **Help & Support** menu, select **Help**.
- 3 Scan the QR code with a mobile device.
A URL directing you to additional help and support resources appears.
- 4 Click the URL to access the web page that contains how-to videos, animations, and other documentation you can access for additional help and support.

Run a Diagnostics Check

You can run diagnostics checks and reports on your phone.

To perform diagnostics checks and run reports:

- 1 Do one of the following:
 - Go to **Menu > Help & Support**.
 - Go to **Menu > Settings > Diagnostics**.
- 2 Select **Run Diagnostics**.
- 3 On the **Diagnostics Check** screen, do one of the following:
 - Select **Yes** to run the check.
 - Select **Back** to return to the **Help & Support** screen.
- 4 On the **Diagnostics Report** screen, do one of the following:
 - Select a report to see detailed information.
 - select **Back** to return to the **Help & Support** screen.



Get Help

- » Access additional help using your phone by selecting **Help**.

From the **Help** window, you can scan the QR code to access videos and help documentation.

Find Phone Information

Find information about your phone by selecting **About your Phone**.