Smart Office
Poly Edge E Series Phones

Northwestel Smart Office

Quick start guide

Welcome to your Smart Office quick start guide for Poly Edge phones!

Before you use the phone, familiarize yourself with its features and user interface.

Hardware overview

Basic front hardware features
This table lists each numbered feature shown in the figure on the right.

	Feature	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.
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	Messages key	Access and manage instant and voice messages.
12	Headset key	Place and receive calls through a headset.
13	Speakerphone key	Provides ringer and speakerphone audio output.
14	Mute key	Mute or unmute the microphone during an active call.
15	Dialpad	Enter numbers, letters, and special characters. Use the dial pad keys to select menu items that have index numbers
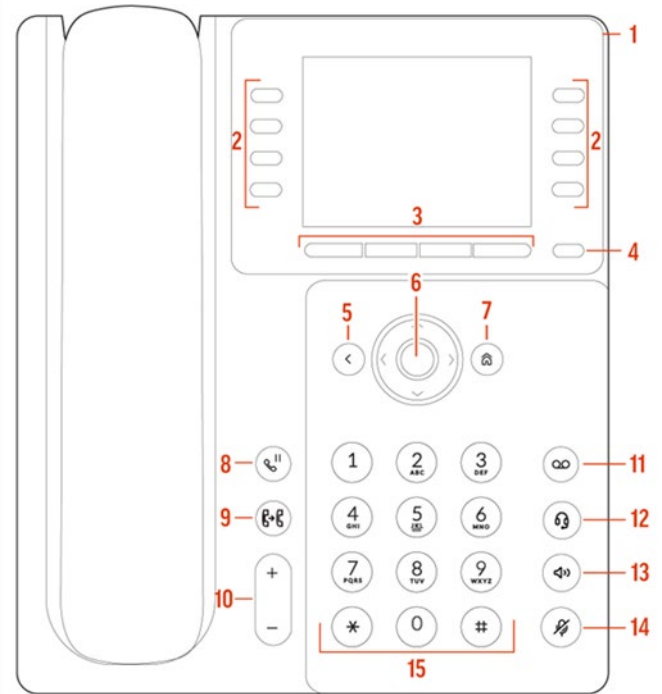
Surround LED lighting bar
The surround LED lighting bar indicates various phone states.

State	Led lighting bar status
Incoming call	Breathing green
Active call	Solid green
Held call, available voicemail	Breathing red
Bluetooth discovery in progress	Chasing blue
Off-hours or sleep mode	Breathing yellow

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User interface overview

Your phone has icons, status indicators, and screens that help you use, navigate, and understand essential information about the state of your 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 features and line keys
- View status indicators (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

Home screen softkeys

You can use the softkeys on the home screen to make calls and access phone features and information. The home screen softkeys may vary depending on administrator or service provider configurations.
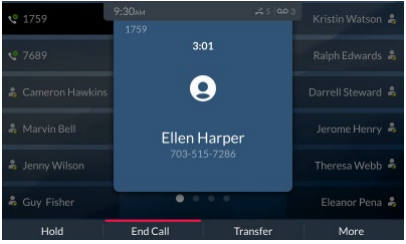
Edge e300 series and e400 series home screen

Call screens overview

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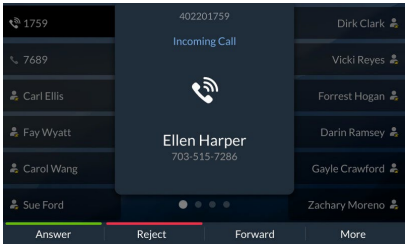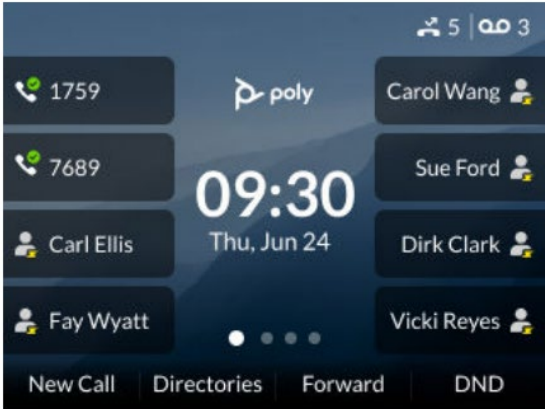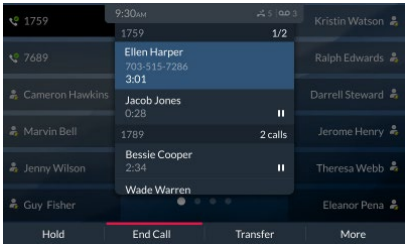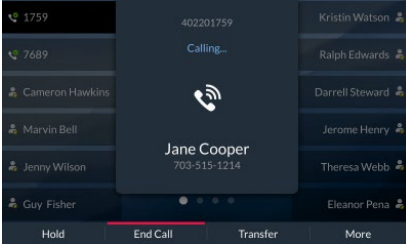

Incoming call

Active call

Multiple calls

Outgoing call

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Basic call actions

Answer an Incoming Call
- Either lift the handset,
- Press the speakerphone button ⏶,
- Or press the headset button ☉.

Place an Outbound Call
- Either lift the handset, dial the number, press Dial (or wait for timeout),
- Press the speakerphone button ⏶, dial the number, press Dial (or wait for timeout),
- Or dial the number, then lift the handset or press the speakerphone button ⏶.

Transfer a Call (Blind/Consultative)
- Press the Transfer softkey or the ⇄ key.
- If preferred, you can temporarily change the transfer type. For example, if the default transfer type is Blind, then you can select Consultative.
- Dial a number or choose a contact from the Recent Calls list or a directory. If the transfer type is set to Blind, the call is transferred immediately.
- If you want to change it to Consultative for that active phone call, after you press the Transfer softkey, you will see a softkey that says Consultative Transfer. Press that softkey to change the transfer type. Please note that once you press it, it will change to say Blind. It will still be Consultative. Your default is set for Blind transfer.

Transfer a Call to Voicemail
- During a call, press Transfer or ⇄.
- Dial 7 plus the extension to which you want to transfer the call.
- Press Send.

Redial
- Select Menu > Redial and follow the prompts to access your messages.

Initiating a Conference Call
- While in an active call, press More>Conference.
- Dial the second party and press the Send softkey.
- Once the second party answers, hit the Conference softkey to merge calls together.

Viewing Your Call History
- Press the ⌂ and scroll down to Recent Calls
- Scroll up and down to see your Call History. To refine your search, Click Filter which allows you to select All Calls, Missed Calls, Received Calls, Placed Calls.

Managing Call History
- Press the ⌂ and scroll down to Recent Calls.
- When you enter recent calls, you can do:
  - Tap Dial to call the entry.
  - Tap More > Clear to delete the entry from the list.
- Press Information to bring up call details.

Customizing your phone

Setting Ring Tones
- Navigate to Menu > Settings > Basic > Ring Type.
- Press ⏶ or ⏷ to select the desired ring tone.
- Press Select to accept the change.

Emergency Notification
- If you have rebooted your phone, or have moved the location of your phone, and have received an emergency message, press the Unlock softkey.
- To Delete All, press Recent Calls > More > Clear > All calls > Select.
- You can also choose to delete Missed Calls, Received Calls, Placed Calls, Displayed Calls.

For more info

Watch these videos.

Poly Edge E300: Hardware Overview | HP Support

Poly Edge E400: Basic Phone Features | HP Support

Poly Edge E500: Hardware Overview | HP Support

For support

Please contact us at 1-888-423-2333.