

Poly Edge E400/E450 Quick Reference Guide







1. Handset
Microban® antimicrobial protection helps your handset resist the growth of microbes such as bacteria and mold.
2. Line keys
E400 & E450: 8 plus 6 on secondary display
3. Back button
Return to previous screen
4. LED bar: Visual indicator of call & phone status
Green - blinking: incoming call
Green - solid: active call
Red - blinking: all calls on hold and/or new voicemail
Yellow - blinking: idle mode
Blue - chase animation: Bluetooth discovery mode on E450; E400 does not support Bluetooth.
5. Color display
6. Pagination key
Used to view additional line screens
7. Softkeys
Context-sensitive keys that change depending on your phone's status
8. Home
9. Navigation and select buttons
10. Secondary screen and line keys
11. Secondary screen pagination key
12. Mute
13. Speakerphone
14. Headset
15. Volume
Adjusts volume for handset, headset, speaker and ringer
16. Transfer
17. Hold
18. Voicemail

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

Place a call

Do one of the following:



- Pick up the handset, enter the number, and press the **send** softkey.
- Press the **speakerphone**  or **headset**  key, enter the number, and press the **send** softkey.
- Enter the number, press the **dial** softkey then pick up the handset.
- Enter the number and press the **speakerphone**  or **headset**  key.
- Press the **line key**, enter the number, and press the **send** softkey.
- Press **new call** softkey, enter the number, and press the **send** softkey.

Answer a call

Do one of the following:

- Press the **answer** softkey.
- Press the **headset**  key.
- Press the **speakerphone**  key.
- Pick up the handset.

Hold and resume a call



- **Hold:** Highlight the call and press the **hold**  key or **hold** softkey.
- **Resume:** Highlight the call press the **hold**  key or **resume** softkey.

End a call


- Press the **end** softkey.

Transferring calls

Attended transfer

1. Press and hold the **transfer**  key or **transfer** softkey.
2. Choose **consultative**.
3. Dial a number or chose a contact.
4. After announcing the caller to your contact, press the **transfer**  key or **transfer** softkey to complete the transfer.

Blind transfer

1. Press and hold the **transfer**  key or **transfer** softkey..
2. Choose **blind**.
3. Enter a number or choose a contact. The call is transferred immediately.

Conference calls

1. On an active call, select the **conference** softkey. The person you are talking to is placed on hold and you receive a dial tone.
2. Enter a number, select a contact from the directory, or select a contact from a call list.
3. When the contact answers, select the **conference** softkey to connect all parties.
 - If the contact is not available to join the call, press the **cancel** softkey to release the contact and return to your original call.

Forwarding calls

Forward an incoming

1. Without answering the call, press the **forward** softkey.
2. Enter the number to forward the call.
3. Press the **forward** softkey again.

Forward all calls



1. Press the **forward** softkey or go to settings > features > forward.
2. On the **forwarding type select** screen, select a forwarding type:
 - ALWAYS. Incoming calls are forwarded unconditionally.
 - BUSY. Incoming calls are forwarded when phone is busy.
 - NO ANSWER. Incoming calls are forwarded if not answered after a time. (This is the only option for shared lines)
3. Enter a number and press **enable**.
 - If you selected **no answer**, enter the number of rings before the call is forwarded.

Preferences

Ringtone

1. Go to **menu** > **settings** > **basic**.
2. Press **ring type**.
3. Press the **play** softkey to hear the ringtone (optional) and make your selection.
4. Press the **select** softkey to apply the ringtone.

Volume

1. Mute: Press the **mute** softkey or key .
2. Volume: Press the **volume**  key up or down to adjust the volume of the ringer, media, and audio on an active call.

Voicemail

When you have a new voicemail, a message icon is displayed on the home screen, in the status bar, and next to the phone line on the lines screen.

1. Go to **messages** > **message center** > **connect**.
2. Follow the prompts to access your messages.

Favorites

Favorites are the contacts in your directory that you call most often. Favorites display as speed dials on the Lines screen. When you add a contact to the directory, the phone adds them as a favorite by default.

Add a favorite

1. Do one of the following:
 - Go to **directories** > **contact directory**.
 - Long press a key for an available line (+).
2. Select a contact, then select **edit**.
3. Select **favorite index**, then add a new number.

Move favorite to a different screen

Display a favorite contact on the primary or secondary screen.

1. Do one of the following:
 - On the lines screen, long press the line key (+) for the contact.
 - Go to **directories** and select a contact.
2. Select **edit** > **location** and chose **primary** or **secondary**.

Wi-Fi (E450 only)

Enable Wi-Fi

1. Go to **menu** > **Wi-Fi** or **menu** > **settings** > **basic** > **Wi-Fi menu**.
2. Press the **select** key to enable Wi-Fi, then press **save**.
3. Press **reboot**. After the phone reboots, it can connect to a wireless network.

Connect to a wireless network

1. Do one of the following:
 - Press the **scan** softkey to scan for available networks, select one and enter the network's required security settings.
 - Press the **other** softkey to manually enter network settings, including SSID, security type and password.
2. Select **connect**.