

Poly Edge E500/E550 Quick Reference Guide







1. Handset
Microban® antimicrobial protection helps your handset resist the growth of microbes such as bacteria and mold.
2. Line keys
E500 & E550: 12
Note: Line assignments are limited to 32.
3. Back button
Return to previous screen
4. LED bar: Visual indicator of call & phone status
Incoming call - blinking green
Active call - solid green
All calls on hold/new voicemail - blinking red
Idle mode - blinking yellow
Bluetooth discovery mode on E550 - blue chase animation (E500 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. Voicemail
11. Headset
12. Speakerphone
13. Mute
14. Volume
Adjusts volume for handset, headset, speaker and ringer
15. Transfer
16. Hold

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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.

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.

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.

End a call

- Press the **end** softkey.

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.

Wi-Fi (E550 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**.