

Poly Edge E220 Quick Guide

Deskphone Features



Feature Description

1. **Line keys**—enables you to select a phone line, view calls on a line, or quickly call a favorite contact.
2. **Soft keys**—enables you to select context-sensitive keys that display along the bottom of the screen.
3. **Back key**—enables you to return to the previous screen.
4. **Hold key**—holds an active call or resumes a held call.
5. **Transfer key**—transfer an active call to a contact.
6. **Volume keys**—adjusts the volume of the handset, headset, and speaker.
7. **Pagination key**—shows additional line screens.
8. **Home key**—displays the home screen; displays the Main Menu if already on the home screen.
9. **Navigation keys**—scrolls through information and options displayed on the phone screen.
10. **Headset key**—enables you to place and receive calls through a headset.
11. **Speakerphone key**—enables you to place and receive calls using the speakerphone.
12. **Mute/Unmute key**—mutes audio during calls and conferences.

Placing a call

Do one of the following:

- Lift the receiver.
 - Press the **Headset key**.
 - Press the **Speakerphone key**.
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Answering a call

Options:

- Lift the receiver.
 - Press the **Headset key**.
 - Press the **Speakerphone key**.
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Placing a call on hold

Options:

- Press the **Hold key**.
 - Use the **Hold** soft key.
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Retrieving a held call

- Press the **Hold key** or use the **Resume** soft key.
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Starting a Conference call

1. While on an active call, press **More**, then the **Conference** soft key. This places the call on hold.
 2. Dial the number or extension of the other party that you would like to add to the call.
 3. Once the other party answers, press **More**, then the **Conference** soft key to merge the two calls.
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Transferring a call

Warm Transfer:

1. While on an active call, press the **Transfer key** or the **Transfer** soft key.
2. Dial the number of the other party.
3. When the destination party answers, provide the information, and confirm that they would like to take the call.
4. When the destination party answers, provide the information, and confirm that they would like to take the call.
5. Press the **Transfer key** or the **Transfer** soft key.

Blind Transfer:

1. While on an active call, press the **Transfer key** or the **Transfer** soft key.
2. Press the **Blind Transfer** soft key.
3. Dial the number of the other party or choose a contact.
4. The call is transferred immediately.

Voicemail Transfer:

1. Press the **Transfer key** or the **Transfer** soft key.
 2. Press the **Blind Transfer** soft key.
 3. Dial ***O** plus the extension number of the voicemail where you want to transfer the call.
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Parking a call

1. While on an active call, dial **##*3**.
 2. Listen to the prompt indicating that the call has been parked. The prompt will also announce the extension where the call is parked.
 3. Note the park location. Example *802.
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Retrieving a Parked call

- Press *****, followed by the park location.
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Paging

- Dial ***84**, then follow the prompt.
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Initiating an Intercom call

- Press ***85**, then follow the prompt.
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Recording a call

- While on an active call, dial ***9** to start the recording.
 - Press ***9** to end the recording.
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Accessing Voicemail

1. Press the **Home key** to access the Main Menu, then select **Messages**, or press the **Messages key**.
 2. You will be directly connected to the **Message Center**. If you have multiple lines, select a line.
 3. Select **Connect** and follow the prompt.
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