

Poly Edge E350 and E550 User Guide



Make a Call Using the Handset

1. Lift the phone's handset from the cradle.
2. Enter a number using the physical pad.
3. Press the **Send** softkey.
The outbound call will be placed.



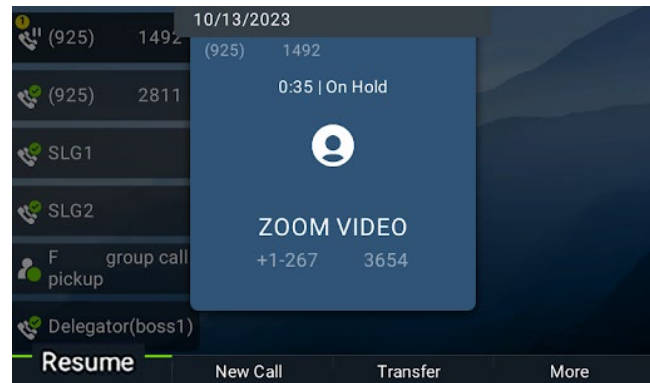
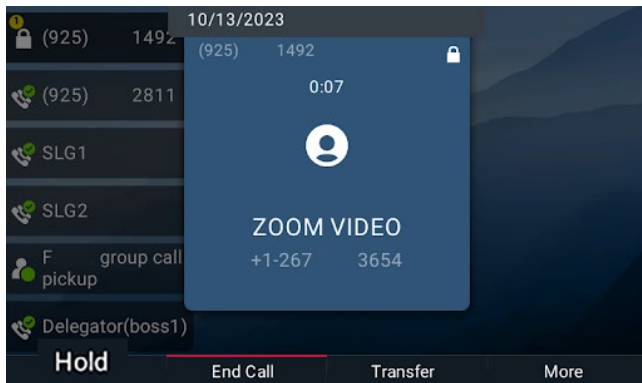
Make a Call Using the Speaker Phone

1. Press the **New Call** softkey.
2. Enter a number using the physical pad.
The hands-free outbound call will be placed.



How To Place a Call on Hold

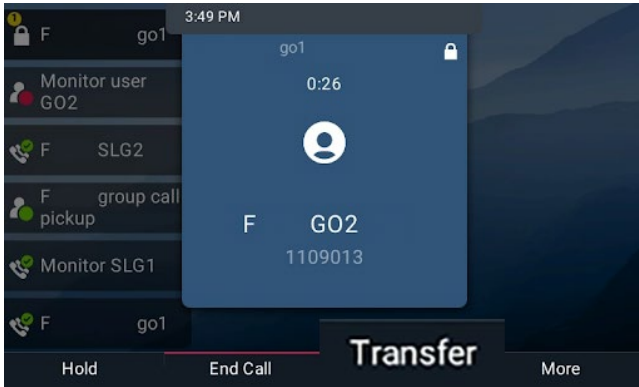
1. While in an active call, press the **Hold** softkey.
2. Press **Resume** to resume the call.



How To Blind Transfer A Call

Blind transfer, also known as unattended transfer or cold transfer, transfers the caller to an extension without any interaction between the person transferring the call and the extension receiving the transfer.

1. While in an active call, press the **Transfer** softkey.



2. Select the **Blind Transfer** softkey.

Note: Consultative will appear on the screen.



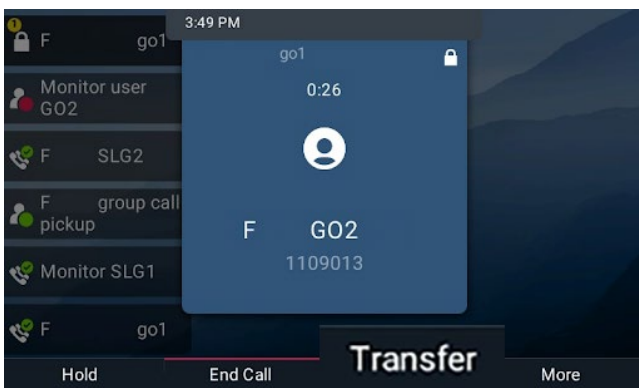
3. Enter the destination phone number, or extension you want to transfer to, then press **Send**.



How To Warm Transfer a Call

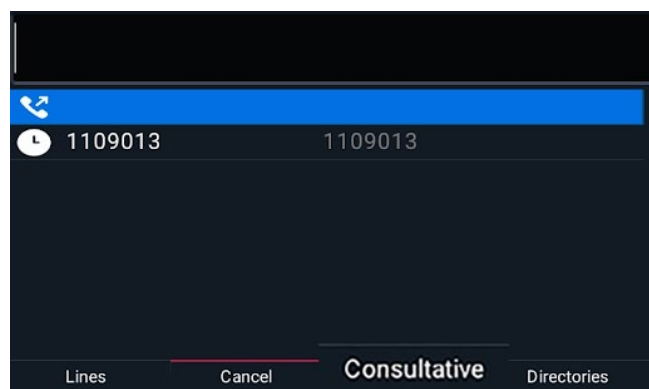
A warm transfer, also known as consultative or attended transfer, is to transfer the caller to an extension by interacting with the recipient before completing the transfer.

1. While in an active call, press the **Transfer** softkey.



2. Press the **Consultative** softkey.

Note: Blind Transfer will appear on the screen.



3. Enter the destination phone number, then press **Send**. The original call will be placed on hold and the destination number will ring.

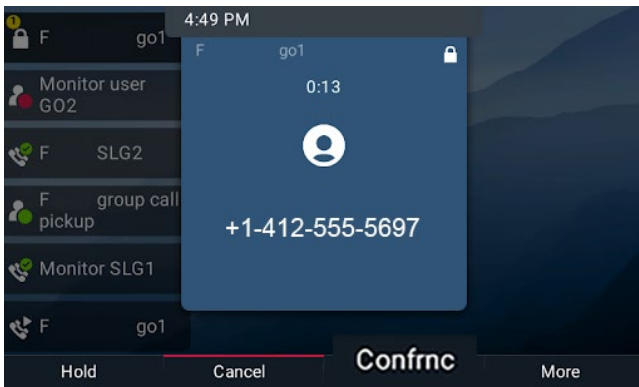


4. Once the recipient answers the call, you can announce to this person the intention to transfer the call, then press the **Send** softkey. The call transfer will be completed.

How To Perform a Local 3 Parties Conference Call

To perform a local 3 parties conference call that's hosted by the phone locally, follow these steps:

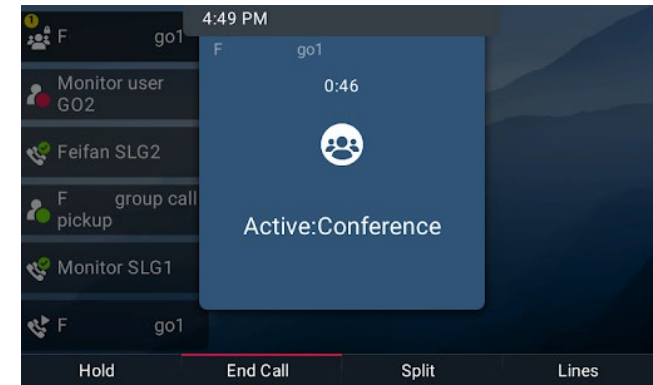
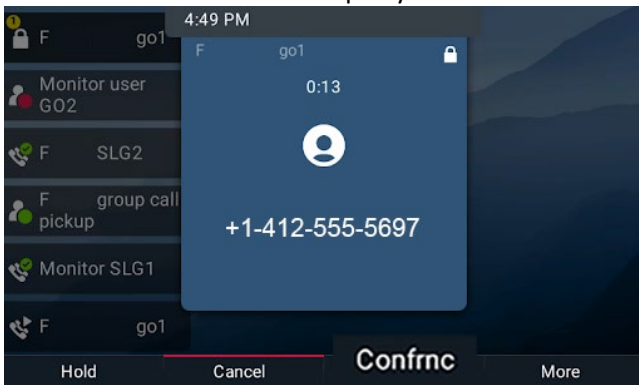
1. While in an active call, press the **Confnc** softkey.



2. Enter the phone number of the party you want to add to the conference call, then press **Send**.



3. After the call is answered by the 3rd party, press, the **Confnc** softkey to bring the 3 parties to the conference. The call will be added to the party.



Label a line key for call delegation or shared line groups

Notes:

You can customize your line keys to change their labels and order. By default, line keys are labeled differently depending on the number of direct numbers or shared lines:

- If you only have one direct number or don't have a direct number, the line key label will display your name.
- If you have more than one direct number, the line keys will display the number.
- If you have call delegation, see our call delegation guide for desk phones to learn more.
- On Poly Edge E400, you can access the secondary screen to add and display your line keys.

How to Check Voicemails

1. Press **Home**.
2. Select **Messages**.
3. Select **Connect** and follow the prompts to access your message.

