

# Reference Guide ~ Poly edge 100 phones

## Answer a Call

To answer lift handset, or press Speaker or Headset button, or press *Answer* on the screen.

## Make a Call

No need to dial 9 or 1.

Enter the extension or phone number then: press *Dial*, or lift the handset, or press Speaker.

## End a Call

Hang up the handset, or if on speakerphone press the speakerphone, or press *end call* on the screen.

## Call Hold

While on call, press *Hold*.

When ready press *Resume*.

## Consulted Transfer

A warm transfer involves speaking with the person to whom you are transferring the call.

While on a call, Press *Transfer*, dial ext or phone number, press # or *Send*

After speaking with the receiving party, press the Transfer button again to complete the transfer.

Note: If consulted party does not wish to accept call, press *Cancel*.

## Blind Transfer

To transfer a call without speaking to the recipient

While on a call, Press *Transfer*, then press *Blind Transfer*, dial ext or phone number. Press #. Done.

## Transfer to Voicemail

Press *more* then press *ToVmail* then enter the user's extension and press # or *enter*.

## Three-Way Call

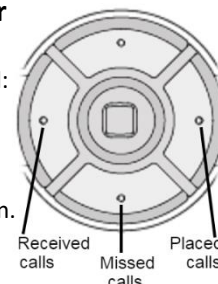
While on a call, press *More*, press *Conference*, dial ext or phone number. Press #. When call is answered, press *More* and *Conference*.

## Call history & redialing a number

To see missed, placed or received calls while phone is idle, press the arrow pad:

- Missed calls press ↓down
- Received calls press ←left
- Placed calls press right→

Inside the menu, you scroll up and down. Press "Dial" to call a number back or press left to exit the menu.



## BLF (busy lamp fields)

To cycle through your BLF pages, press the (...) button

## Directory

See and call any other extension by pressing Directory, then choose option 4 *Enterprise Directory*. You can search by name or scroll through the list.

## Voicemail

There is no Voicemail button on your phone, so dial \*62 or use the Home menu, then follow the voice prompts.

## Enable Do Not Disturb

When the phone is idle, press *More* then *DND*.

## Forward Calls

You can dial \*72 to turn forwarding on and dial \*73 to turn forwarding off. FYI calls to the main line will not forward.

## Pull call from Webex Softphone

If you are on a Webex call on your mobile or PC, you can pull the call to your deskphone by dialing \*11

## Change Ring tone

Press the home button, then press 8 *Settings*, then press 1 *basic*, then press 4 *Ring Type*, then 1 *default*, then you can select a new ring tone.