Edge E350 Desk Phone Instructions:

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, this is like a cell phone.
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.
<u>Note</u>: 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*.

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

Speed Dials aka BLF (busy lamp fields)
Let Impulse know if you'd like to add speed dials to coworkers. If we add them on the backend, then they'll also show if the person is on the phone with a red light. You can have several screens of speed dials which you cycle through using the (…) button.

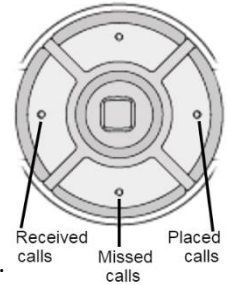## Call history & redialing a number
To see missed, placed or received calls while phone is idle, press the arrow pad:
  • Missed calls press ↓down
  • Received calls press ←left
  • Placed calls press right→
  Or press "Recent" softkey on screen.
Inside the menu, you scroll up and down.
Press "Dial" or right to call a number or press left to exit the menu.

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
As a start we have set all voicemail to be emailed to you. Let us know if you'd like to get Voicemail on the phone and in Webex.
To record your greetings, press the Voicemail button, or dial x**[BLANK]** or call **[BLANK]**. Press 1 to access your voicemail box, then 3 to record your "no answer greeting".

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.

Setting Up Wi-Fi
Press the *Home* button. Menu option *10 Wi-Fi*
Press *Select* button to Enable Wi-Fi. Press *Save* on bottom right of screen. Then select *Reboot*
Phone will take a few minutes to reboot.
Once phone is fully booted up press *Home* button then option *10 Wi-Fi*. Select *Scan* for it to find nearby Wi-fi connections.
Select the one you want by using arrow keys to highlight it in blue and Pressing "Connect" on the far right.
This will take you to the Wi-Fi connections settings. Fill out the "Passphrase" section. Be sure to unhide while typing.
Then select *Connect.* Wait until screen shows "Successfully Connected."

Support
Call Impulse at x611 or (805) 476-3402