



# **Poly Edge E Series**

## **Accessibility User Guide**

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# Before You Begin

This guide contains overview information for understanding and using the accessibility features available on Poly Edge E Series phones.

## Audience, Purpose, and Required Skills

This guide is intended for beginning users, as well as intermediate and advanced users, who want to learn how to use the features available with Edge E Series.

## Related Poly and Partner Resources

See the following sites for information related to this product.

- [Poly Support](#) is the entry point to online product, service, and solution support information. Find product-specific information such as Knowledge Base articles, Support Videos, Guide & Manuals, and Software Releases on the Products page, download software for desktop and mobile platforms from Downloads & Apps, and access additional services.
- The [Poly Documentation Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Poly Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Poly Partner Network](#) is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.
- [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.
- With [Poly+](#) you get exclusive premium features, insights and management tools necessary to keep employee devices up, running, and ready for action.
- [Poly Lens](#) enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

## Privacy Policy

Poly products and services process customer data in a manner consistent with the [Poly Privacy Policy](#). Please direct comments or questions to [privacy@poly.com](mailto:privacy@poly.com).

## Using Your Phone

To learn more about your phone and its functions and features, see the *Poly Edge E Series Phones User Guide*.

The [Poly Edge E Series Phones User Guide](#) provides the following information to help you learn about the functions and features of your phone:

- Placing, receiving, and managing calls
- Using directories, call lists, favorites, and buddy lists
- Accessing, sending, and broadcasting messages
- Navigating your phone's screens with the pagination key
- Using Wi-Fi and Bluetooth
- Connecting headsets and other devices
- Using applications such the calendar and the web
- Using shared lines, Cisco BroadWorks, and Ribbons Communications features
- Customizing phone settings, such as time and date format, backlight intensity, ringtones, and security settings
- Customizing your phone's appearance with background images and screen savers

- Updating your phone's software and configuration
- Performing basic troubleshooting tasks

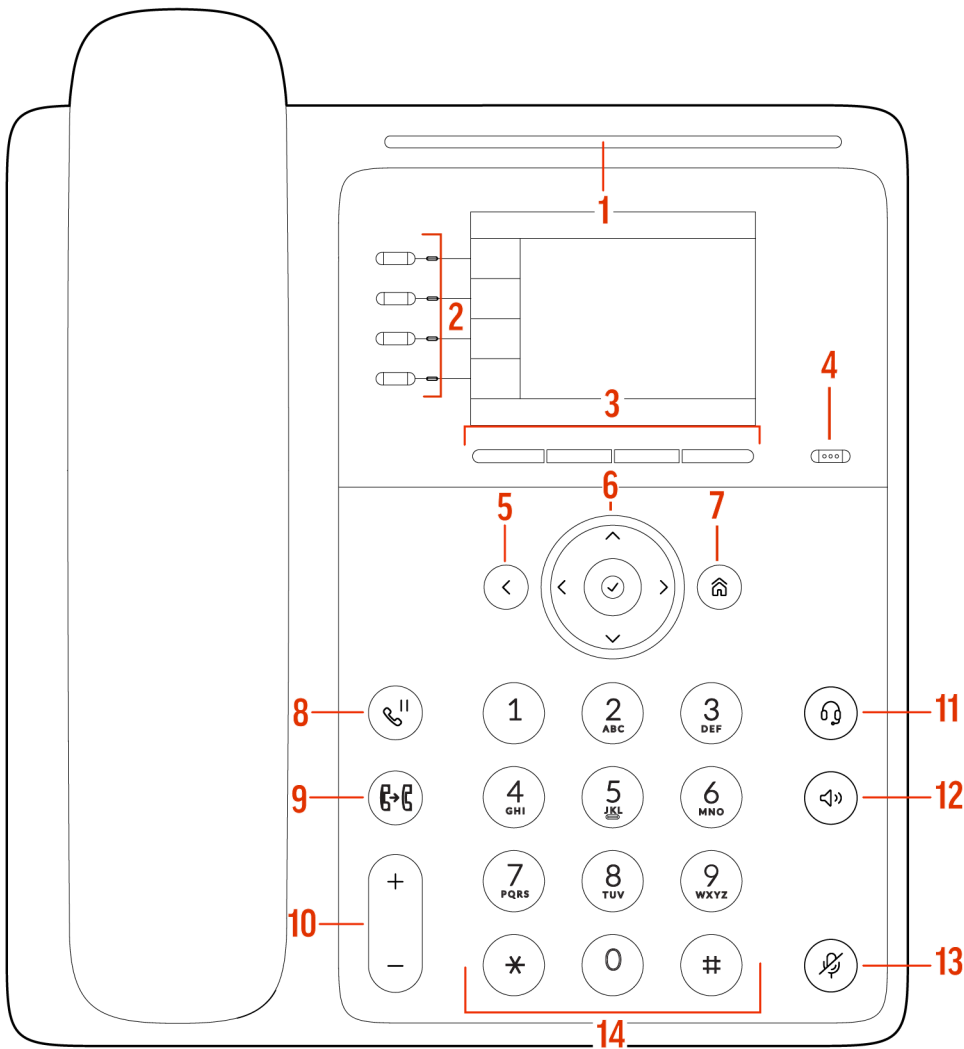
## Poly Edge E Series Phones Hardware Overview

The following topics describe the hardware features for Poly Edge E Series phones.

### Poly Edge E100 and Edge E220 Phones Hardware Overview

The following figure displays the hardware features on Poly Edge E100 and Edge E220 phones. The table lists each numbered feature shown in the figure.

Poly Edge E100 and Edge E220 phone hardware features - front

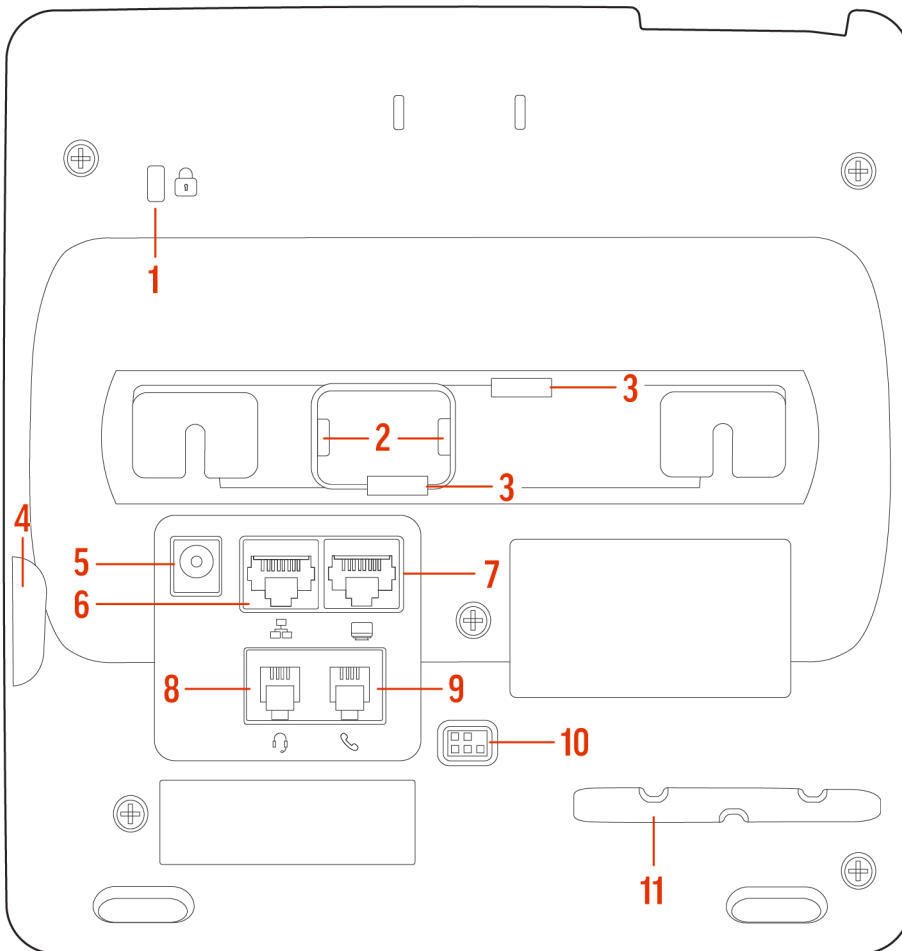


Poly Edge E100 and Edge E220 Phone Hardware Feature Descriptions - Front

| Reference Number | Feature | Description                                 |
|------------------|---------|---|
| 1                | LED bar | Provides call and phone status information. |

| Reference Number | Feature                      | Description  |
|------------------|------------------------------|--|
| 2                | Line keys                    | Select a phone line, view calls on a line, or quickly call a favorite contact.<br>The Poly Edge E100 supports two keys, and the Poly Edge E220 supports four keys. |
| 3                | Softkeys                     | Select context-sensitive keys that display along the bottom of the screen.   |
| 4                | Pagination key               | View additional line screens.  |
| 5                | Back key                     | Return to the previous screen.   |
| 6                | Navigation keys / Select key | Scroll through information or options displayed on the phone's screen or select a field of displayed data.   |
| 7                | Home key                     | Display the <b>Home</b> screen from other screens or display the <b>Lines</b> and <b>Calls</b> screen from the <b>Home</b> screen.                                 |
| 8                | Hold key                     | Hold an active call or resume a held call.   |
| 9                | Forward/Transfer key         | Forward or transfer an active call to a selected contact.  |
| 10               | Volume keys                  | Adjust the volume of the handset, headset, speaker, and ringer.  |
| 11               | Headset key                  | Place and receive calls through a headset.   |
| 12               | Speakerphone key             | Provides ringer and speakerphone audio output.   |
| 13               | Mute key                     | Mute or unmute the microphone during an active call.   |
| 14               | Dialpad                      | Enter numbers, letters, and special characters. Use the dialpad keys to select menu items that have index numbers.   |

## Poly Edge E100 and Edge E220 phone hardware features - back



## Poly Edge E100 and Edge E220 Phone Hardware Feature Descriptions - Back

| Reference Number | Feature                          | Description   |
|------------------|----------------------------------|---|
| 1                | Security slot                    | Attach a universal security cable lock to your phone so you can secure it to a desktop.   |
| 2                | Wall mount block retaining slots | Attach the wall mount block to the phone.   |
| 3                | Stand connection slots           | Attach the stand to the phone. This enables the phone to sit at a 30- or 60-degree angle. |
| 4                | USB port                         | Attach a USB flash drive, a USB headset, or a compatible camera.                          |
| 5                | Power port                       | Connect the phone to a power outlet.  |
| 6                | Network port                     | Connect the phone to a PoE-supported Ethernet port.                                       |

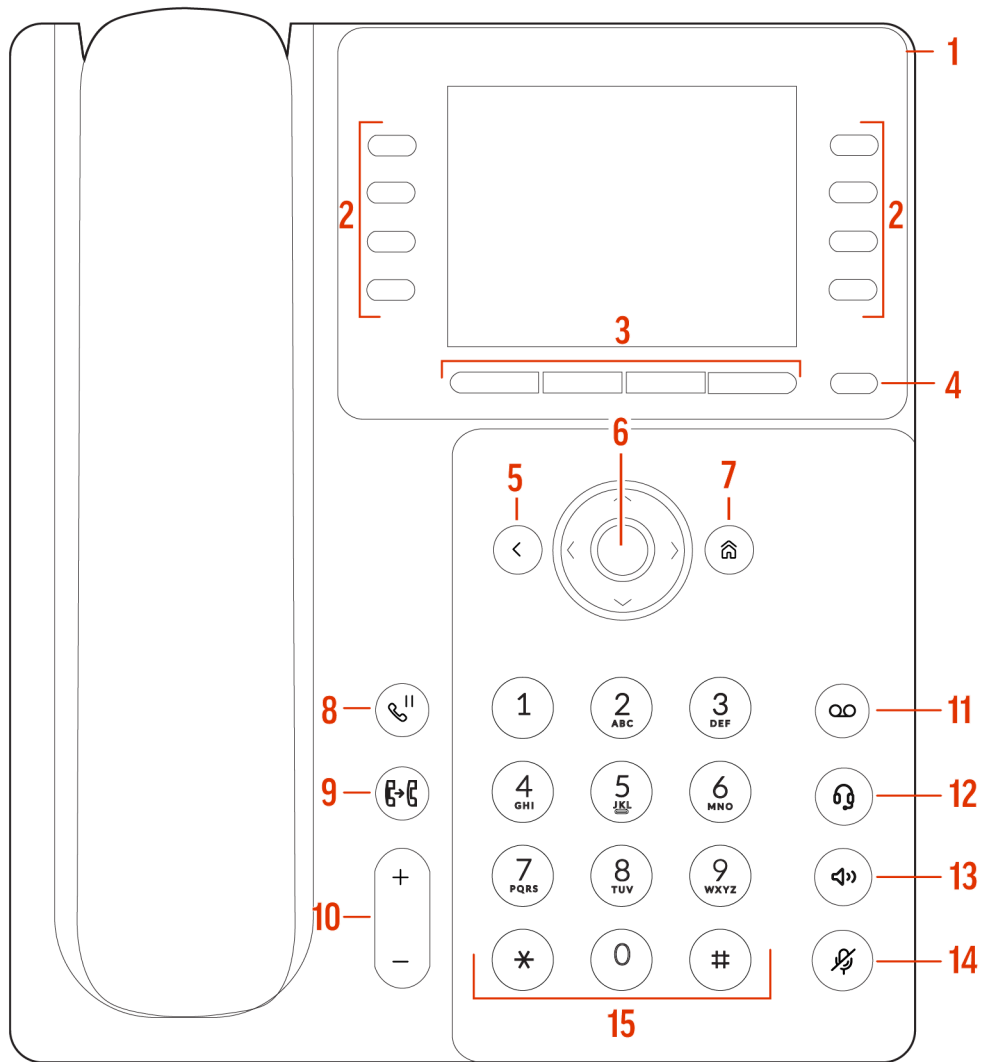
| Reference Number | Feature                          | Description  |
|------------------|----------------------------------|--|
| 7                | Computer connection network port | Connect a computer through your phone for network access.                |
| 8                | Headset port                     | Connect a headset to the phone.  |
| 9                | Handset port                     | Connect a handset to the phone.  |
| 10               | Electronic Hookswitch (EHS)      | Enables you to use the controls on your headset to answer and end calls. |
| 11               | Handset cable slot               | Holds the handset cable away from the phone base.                        |

### **Poly Edge E300 Series Phones Hardware Overview**

The following figure displays the hardware features on Poly Edge E300 Series phones. The table lists each numbered feature shown in the figure.



## Poly Edge E300 Series phone hardware features - front

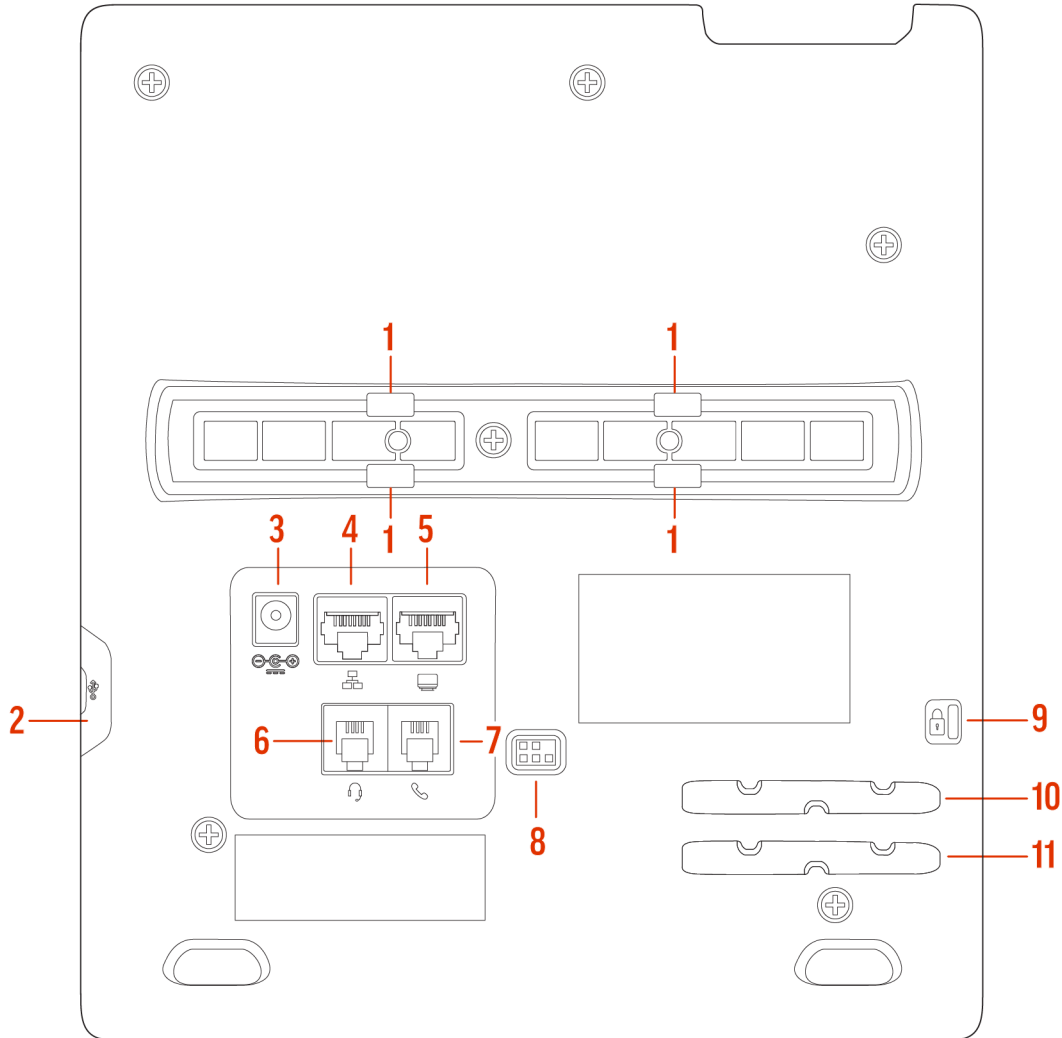


## Poly Edge E300 Series Phone Hardware Descriptions - Front

| Reference Number | Feature        | Feature Description  |
|------------------|----------------|--|
| 1                | LED bar        | Provides call and phone status information.                                    |
| 2                | Line keys      | Select a phone line, view calls on a line, or quickly call a favorite contact. |
| 3                | Softkeys       | Select context-sensitive keys that display along the bottom of the screen.     |
| 4                | Pagination key | View additional line screens.  |
| 5                | Back key       | Return to the previous screen.   |

| Reference Number | Feature                      | Feature Description  |
|------------------|------------------------------|--|
| 6                | Navigation keys / Select key | Scroll through information or options displayed on the phone's screen or select a field of displayed data.                         |
| 7                | Home key                     | Display the <b>Home</b> screen from other screens or display the <b>Lines</b> and <b>Calls</b> screen from the <b>Home</b> screen. |
| 8                | Hold key                     | Hold an active call or resume a held call.   |
| 9                | Forward/Transfer key         | Forward or transfer an active call to a selected contact.  |
| 10               | Volume keys                  | Adjust the volume of the handset, headset, speaker, and ringer.  |
| 11               | Messages key                 | Access and manage instant and voice messages.  |
| 12               | Headset key                  | Place and receive calls through a headset.   |
| 13               | Speakerphone key             | Provides ringer and speakerphone audio output.   |
| 14               | Mute key                     | Mute or unmute the microphone during an active call.   |
| 15               | Dialpad                      | Enter numbers, letters, and special characters. Use the dialpad keys to select menu items that have index numbers.                 |

## Poly Edge E300 Series phone hardware features - back



## Poly Edge E300 Series Phone Hardware Feature Descriptions - Back

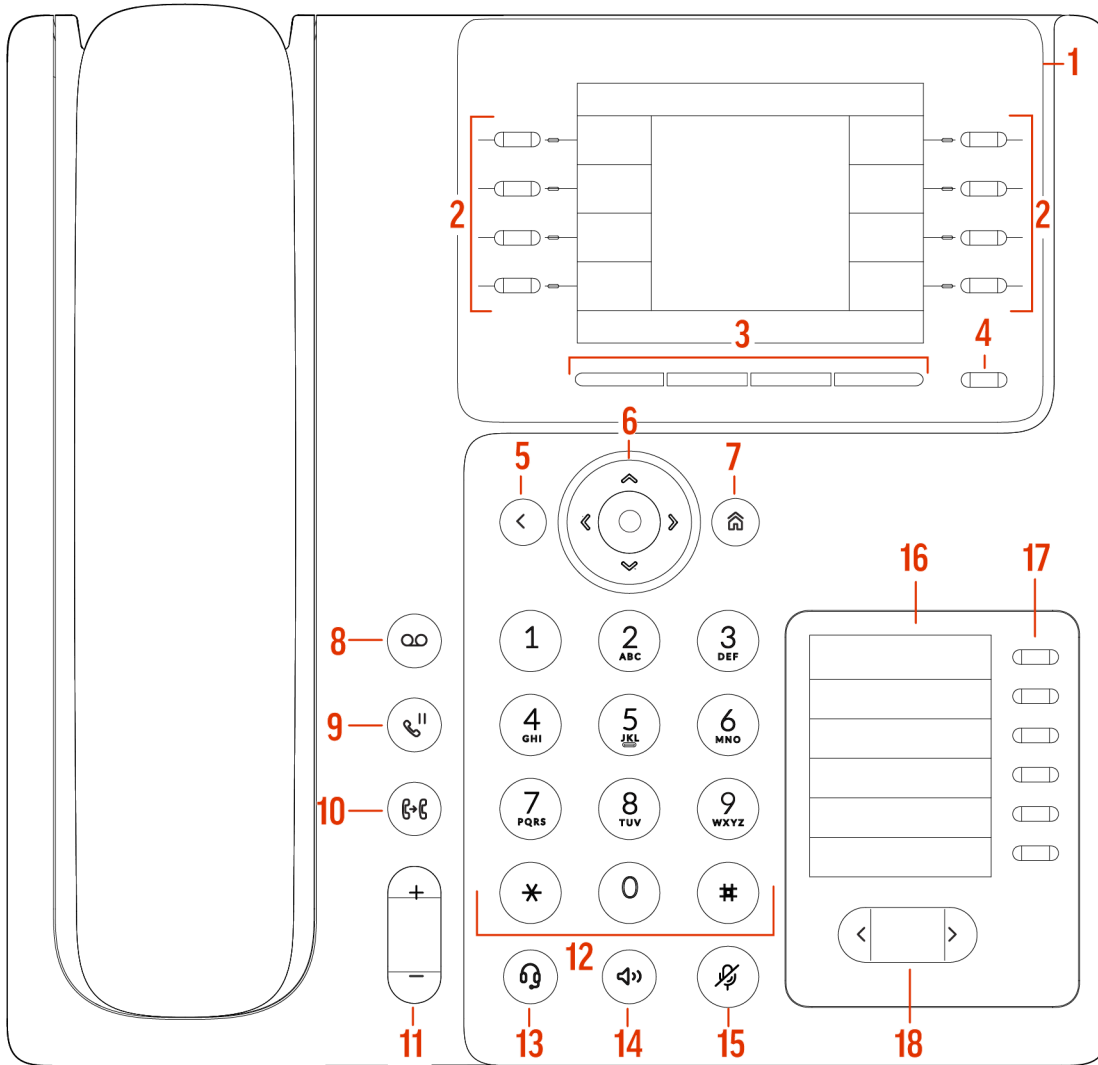
| Reference Number | Feature                | Feature Description   |
|------------------|------------------------|---|
| 1                | Stand connection slots | Attach the stand to the phone. This enables the phone to sit at a 30- or 60-degree angle. |
| 2                | USB port               | Attach a USB flash drive, a USB headset, or a compatible camera.                          |
| 3                | Power port             | Connect the phone to a power outlet.  |
| 4                | Network port           | Connect the phone to a PoE-supported Ethernet port.                                       |
| 5                | Headset port           | Connect a headset to the phone.   |

| Reference Number | Feature                          | Feature Description   |
|------------------|----------------------------------|---|
| 6                | Computer connection network port | Connect a computer through your phone for network access.                               |
| 7                | Handset port                     | Connect a handset to the phone.   |
| 8                | Electronic Hookswitch (EHS)      | Enables you to use the controls on your headset to answer and end calls.                |
| 9                | Security slot                    | Attach a universal security cable lock to your phone so you can secure it to a desktop. |
| 10               | Handset cable slot               | Holds the handset cable away from the phone base.                                       |
| 11               | Headset cable slot               | Holds the headset cable away from the phone base.                                       |

### **Poly Edge E400 Series Phones Hardware Overview**

The following figure displays the hardware features on Poly Edge E400 Series phones. The table lists each numbered feature shown in the figure.

**Poly Edge E400 Series phone hardware features - front**

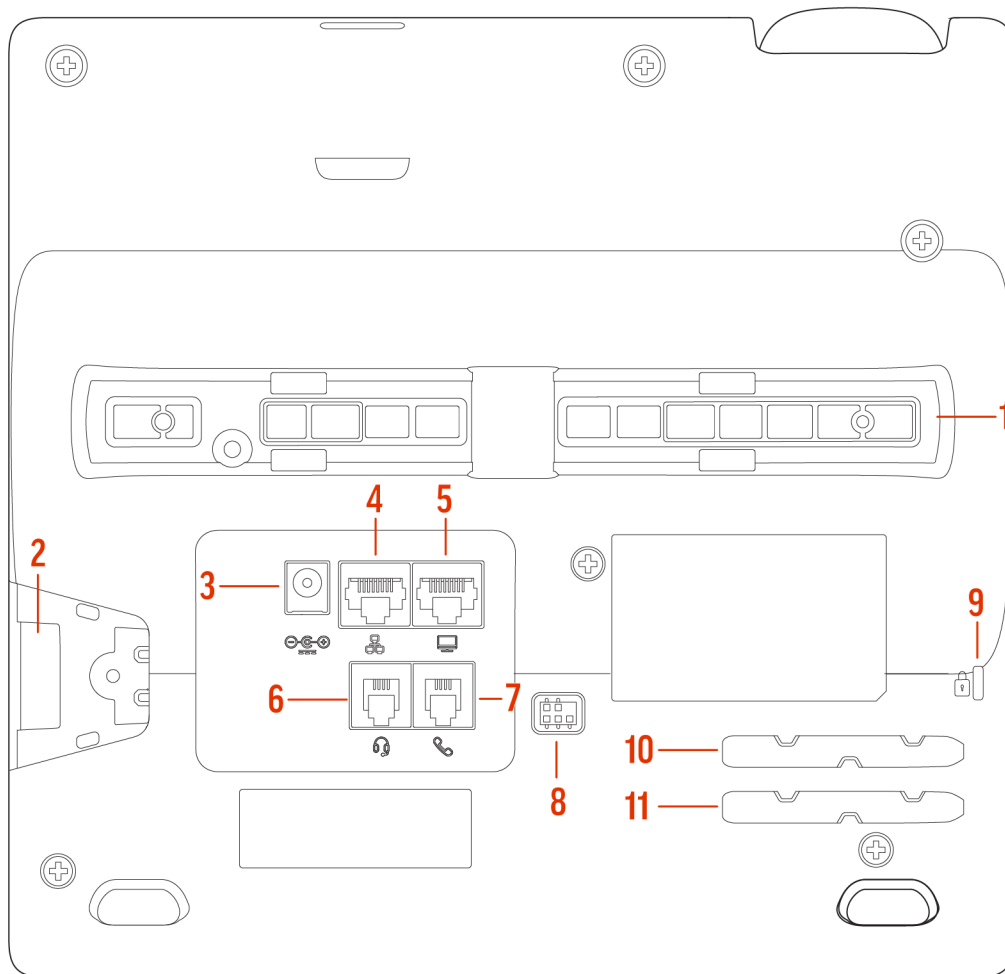


**Poly Edge E400 Series Phone Hardware Descriptions - Front**

| Reference Number | Feature               | Feature Description  |
|------------------|-----------------------|--|
| 1                | Surround lighting bar | Provides call and phone status information.                                    |
| 2                | Line keys             | Select a phone line, view calls on a line, or quickly call a favorite contact. |
| 3                | Softkeys              | Select context-sensitive keys that display along the bottom of the screen.     |
| 4                | Pagination key        | View additional line screens.  |
| 5                | Back key              | Return to the previous screen.   |

| Reference Number | Feature                          | Feature Description  |
|------------------|----------------------------------|--|
| 6                | Navigation keys / Select key     | Scroll through information or options displayed on the phone's screen or select a field of displayed data.                         |
| 7                | Home key                         | Display the <b>Home</b> screen from other screens or display the <b>Lines</b> and <b>Calls</b> screen from the <b>Home</b> screen. |
| 8                | Messages key                     | Access and manage instant and voice messages.  |
| 9                | Hold key                         | Hold an active call or resume a held call.   |
| 10               | Forward/Transfer key             | Forward or transfer an active call to a selected contact.  |
| 11               | Volume keys                      | Adjust the volume of the handset, headset, speaker, and ringer.  |
| 12               | Dialpad                          | Enter numbers, letters, and special characters. Use the dialpad keys to select menu items that have index numbers.                 |
| 13               | Headset key                      | Place and receive calls through a headset.   |
| 14               | Speakerphone key                 | Provides ringer and speakerphone audio output.   |
| 15               | Mute key                         | Mute or unmute the microphone during an active call.   |
| 16               | Secondary screen                 | Provides a lines screen in addition to the main screen.  |
| 17               | Secondary screen line keys       | Select a phone line, view calls on a line, or quickly call a favorite contact.   |
| 18               | Secondary screen pagination keys | Navigate between pages on the secondary screen.  |

### Poly Edge E400 Series phone hardware features - back



### Poly Edge E400 Series Phone Hardware Descriptions - Back

| Reference Number | Feature                          | Feature Description   |
|------------------|----------------------------------|---|
| 1                | Stand connection slots           | Attach the stand to the phone. This enables the phone to sit at a 30- or 60-degree angle. |
| 2                | USB port                         | Attach a USB flash drive, a USB headset, or a compatible camera.                          |
| 3                | Power port                       | Connect the phone to a power outlet.  |
| 4                | Network port                     | Connect the phone to a PoE-supported Ethernet port.                                       |
| 5                | Computer connection network port | Connect a computer through your phone for network access.                                 |
| 6                | Headset port                     | Connect a headset to the phone.   |

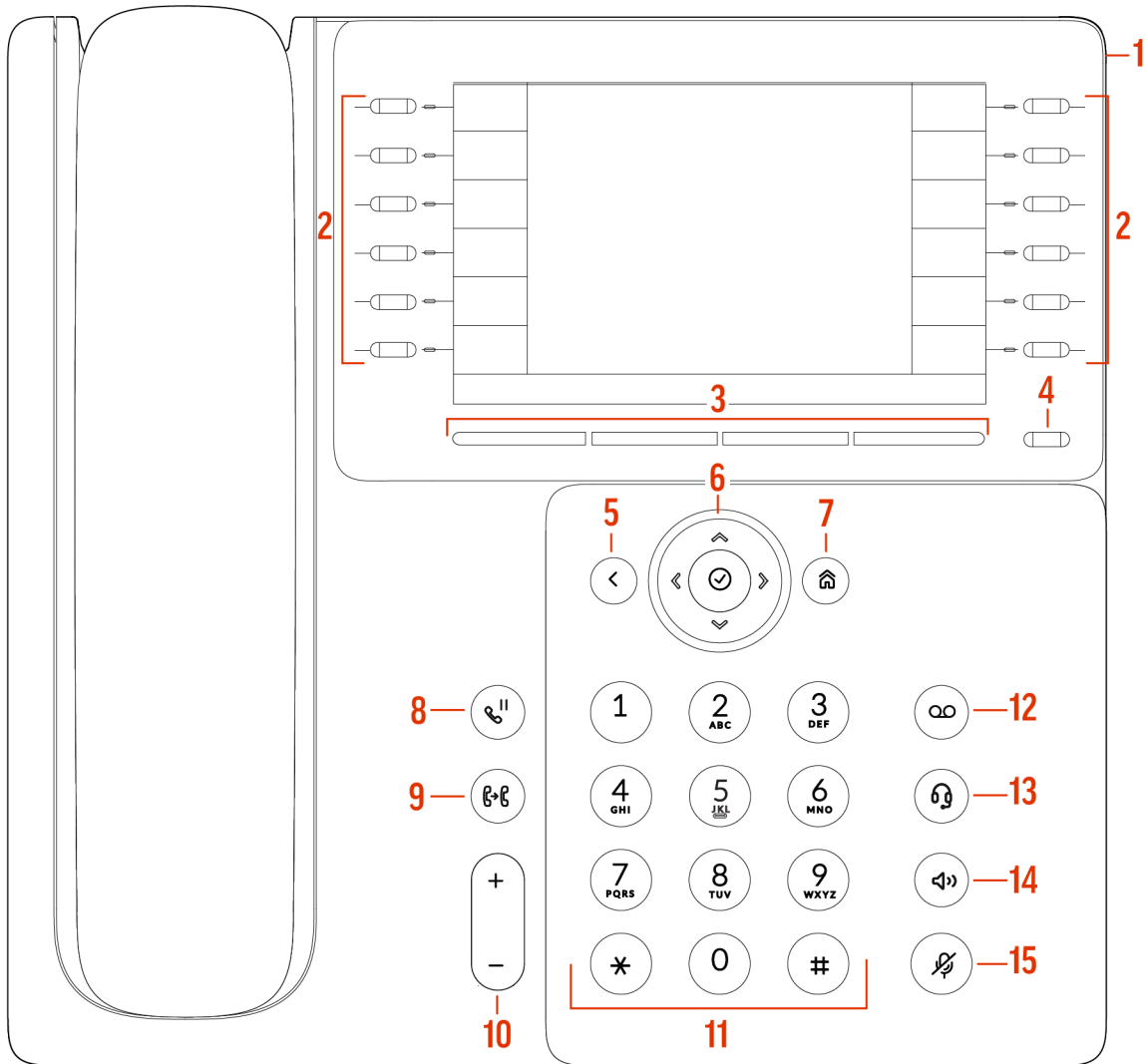
| Reference Number | Feature                     | Feature Description   |
|------------------|-----------------------------|---|
| 7                | Handset port                | Connect a handset to the phone.   |
| 8                | Electronic Hookswitch (EHS) | Enables you to use the controls on your headset to answer and end calls.                |
| 9                | Security slot               | Attach a universal security cable lock to your phone so you can secure it to a desktop. |
| 10               | Handset cable slot          | Holds the handset cable away from the phone base.                                       |
| 11               | Headset cable slot          | Holds the headset cable away from the phone base.                                       |

### **Poly Edge E500 Series Phones Hardware Overview**

The following figure displays the hardware features on Poly Edge E500 Series phones. The table lists each numbered feature shown in the figure.



## Poly Edge E500 Series phone hardware features - front

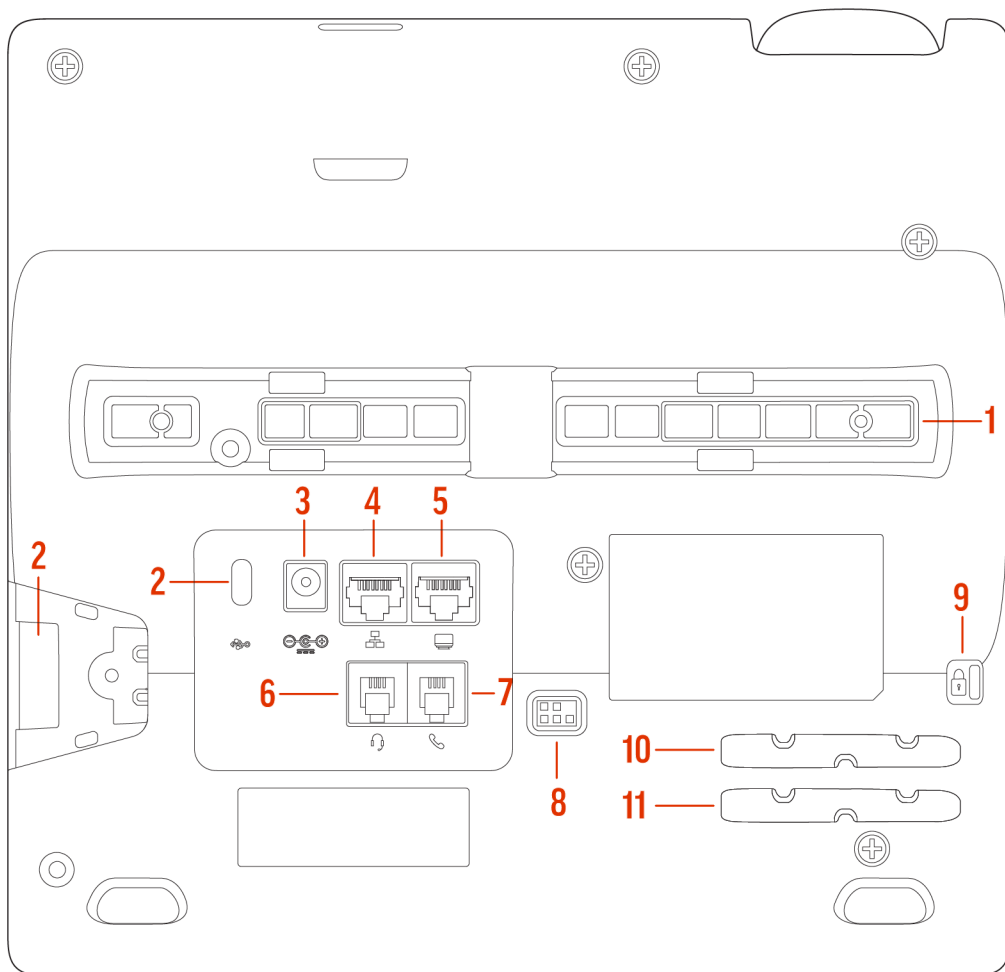


## Poly Edge E500 Series Phone Hardware Descriptions - Front

| Reference Number | Feature               | Feature Description  |
|------------------|-----------------------|--|
| 1                | Surround lighting bar | Provides call and phone status information.                                    |
| 2                | Line keys             | Select a phone line, view calls on a line, or quickly call a favorite contact. |
| 3                | Softkeys              | Select context-sensitive keys that display along the bottom of the screen.     |
| 4                | Pagination key        | View additional line screens.  |
| 5                | Back key              | Return to the previous screen.   |

| Reference Number | Feature                      | Feature Description  |
|------------------|------------------------------|--|
| 6                | Navigation keys / Select key | Scroll through information or options displayed on the phone's screen or select a field of displayed data.                         |
| 7                | Home key                     | Display the <b>Home</b> screen from other screens or display the <b>Lines</b> and <b>Calls</b> screen from the <b>Home</b> screen. |
| 8                | Hold key                     | Hold an active call or resume a held call.   |
| 9                | Forward/Transfer key         | Forward or transfer an active call to a selected contact.  |
| 10               | Volume keys                  | Adjust the volume of the handset, headset, speaker, and ringer.  |
| 11               | Dialpad                      | Enter numbers, letters, and special characters. Use the dialpad keys to select menu items that have index numbers.                 |
| 12               | Messages key                 | Access and manage instant and voice messages.  |
| 13               | Headset key                  | Place and receive calls through a headset.   |
| 14               | Speakerphone key             | Provides ringer and speakerphone audio output.   |
| 15               | Mute key                     | Mute or unmute the microphone during an active call.   |

### Poly Edge E500 Series phone hardware features - back



### Poly Edge E500 Series Phone Hardware Descriptions - Back

| Reference Number | Feature                          | Feature Description   |
|------------------|----------------------------------|---|
| 1                | Stand connection slots           | Attach the stand to the phone. This enables the phone to sit at a 30- or 60-degree angle. |
| 2                | USB ports                        | Attach a USB flash drive, a USB headset, or a compatible camera.                          |
| 3                | Power port                       | Connect the phone to a power outlet.  |
| 4                | Network port                     | Connect the phone to a PoE-supported Ethernet port.                                       |
| 5                | Computer connection network port | Connect a computer through your phone for network access.                                 |
| 6                | Headset port                     | Connect a headset to the phone.   |
| 7                | Handset port                     | Connect a handset to the phone.   |

| Reference Number | Feature                     | Feature Description   |
|------------------|-----------------------------|---|
| 8                | Electronic Hookswitch (EHS) | Enables you to use the controls on your headset to answer and end calls.                |
| 9                | Security slot               | Attach a universal security cable lock to your phone so you can secure it to a desktop. |
| 10               | Handset cable slot          | Holds the handset cable away from the phone base.                                       |
| 11               | Headset cable slot          | Holds the headset cable away from the phone base.                                       |

### Poly Edge E Expansion Module

You can connect a Poly Edge E Expansion Module (EM) to an Edge E400 Series or Edge E500 Series phone to add additional lines.

You can connect one Edge E EM to an Edge E400 Series phone, and up to two Edge E EMs to an Edge E500 Series phone. See the Quick Start Guide for the Poly Edge E400/E500 Series Expansion Module at the [Poly Online Support Center](#).

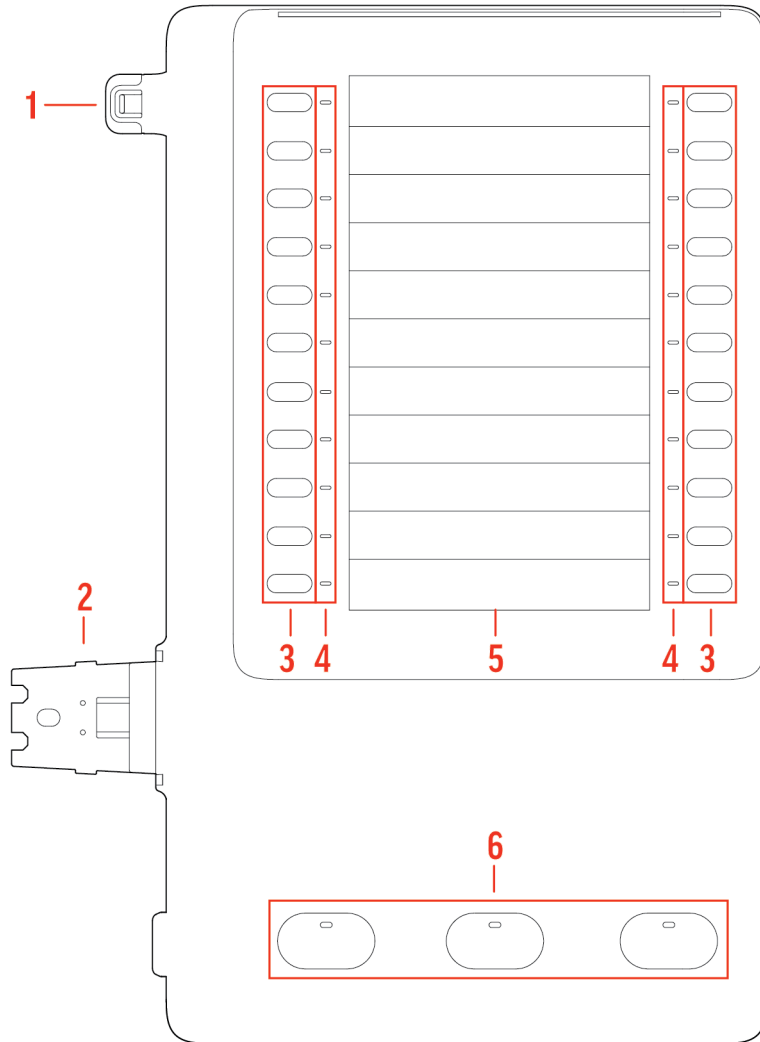
**Note:** Edge E500 Series phones support a second EM when 802.3at PoE+ is available or when a PSU is connected.

Each Edge E EM has 22 line keys and three pages of lines to provide 66 additional lines keys that you can use to assign lines, BLF contacts, or speed dials to the connected phone.

#### Poly Edge E Expansion Module Hardware Overview

The following figures display the hardware features on the Poly Edge E Series expansion module. The tables list each numbered feature shown in the figures.

### Poly Edge E Series expansion module hardware features - front

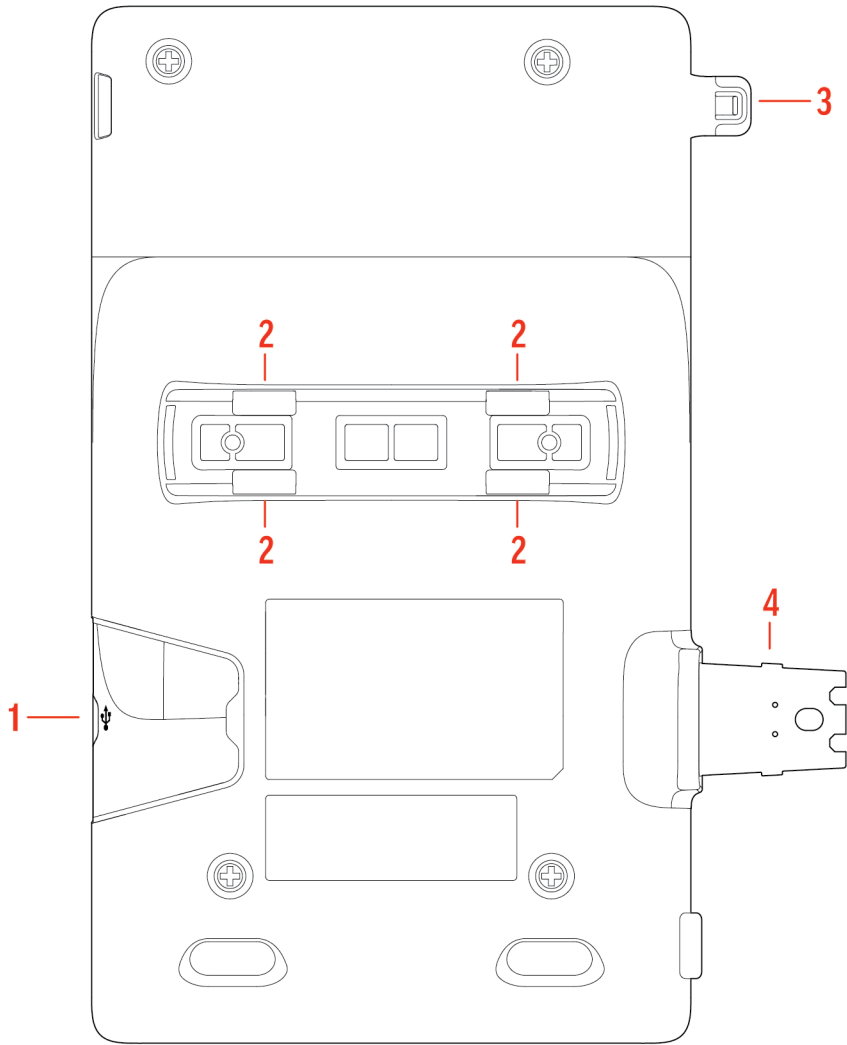


### Poly Edge E Series Expansion Module Hardware Descriptions - Front

| Reference Number | Feature       | Feature Description   |
|------------------|---------------|---|
| 1                | Alignment tab | When connecting one EM, inserts into the alignment tab slot on the phone. When connecting a second EM on an E500 Series phone, inserts into the alignment tab slot on the first EM. |
| 2                | EM connector  | Connects the EM to the phone. On an E500 Series phone, also connects a second EM to the first EM.   |
| 3                | Line keys     | Selects available line key contacts, functions, and assignments.  |

| Reference Number | Feature                 | Feature Description   |
|------------------|-------------------------|---|
| 4                | Line key LED indicators | <p>Indicates a line or busy lamp field contact's status. The following lists the LED Indicator behaviors shown on the expansion modules:</p> <ul style="list-style-type: none"> <li>• Solid Green—Indicates an active call in progress.</li> <li>• Fast-Flashing Green—Indicates an incoming call.</li> <li>• Flashing Green—Indicates the remote party placed the call on hold.</li> <li>• Solid Red—Indicates the phone of a monitored busy lamp field contact is placing a call or is in a call.</li> <li>• Flashing Red—Indicates a held call.</li> <li>• Flashing Green and Red—Indicates the phone of a monitored busy lamp field contact is on an active call or is receiving an incoming call.</li> </ul> |
| 5                | Color Display           | Displays line numbers, monitored contacts, contacts' presence, and favorites.   |
| 6                | Page keys               | <p>Navigates between pages on the expansion module.</p> <ul style="list-style-type: none"> <li>• Solid Blue—Indicates the current page displayed. If not on the current page, the line appearance on the page is in an active state.</li> <li>• Flashing Blue—Indicates that there is incoming call activity for a line or BLF on the page.</li> </ul>  |

**Poly Edge E Series expansion module hardware features - back**



**Poly Edge E Series Expansion Module Hardware Descriptions - Back**

| Reference Number | Feature                                   | Feature Description   |
|------------------|---|---|
| 1                | USB-C port for E EM or headset connection | On an E500 Series phone, allows you to connect a second EM. If a second EM is not connected, you can use this port to connect a USB headset. You can also connect a USB headset to this port when an EM is connected to an E400 Series phone. |
| 2                | Stand or wall mount connection slots      | Attach a desk stand or wall mount accessory to the EM   |
| 3                | Alignment tab                             | When connecting one EM, inserts into the alignment tab slot on the phone. When connecting a second EM on an E500 Series phone, inserts into the alignment tab slot on the first EM.   |

| Reference Number | Feature      | Feature Description   |
|------------------|--------------|---|
| 4                | EM connector | Connects the EM to the phone. On an E500 Series phone, also connects a second EM to the first EM. |

## Surround LED Lighting Bar

The surround LED lighting bar on Poly Edge E Series phones indicates various phone states.

### Surround LED Lighting Bar States

| State                           | Surround LED Lighting Bar Status   |
|---------------------------------|--|
| Incoming call                   | Breathing green  |
| Active Call                     | Solid green  |
| Held call                       | Breathing red  |
| Bluetooth discovery in progress | Chasing blue   |
| Available voicemail             | Edge E100 and E220: Breathing red<br>Edge E300, E400, and E500 Series: Bottom LEDs breathing red |
| Off-hours mode                  | Breathing yellow   |



# Vision Accessibility Features

Poly phones include features that enable users who are blind, have low vision, or have limited vision to use the phone.

## Built-In Vision Features

Your phone has accessibility features for vision that are available without enabling or configuring them.

### Built-in Vision Feature Summary

| Accessibility Feature                                    | Description   |
|--|---|
| Large keys   | The large keys on the phone console enable you to access phone features and functions.        |
| Tactile "5" key with raised bumps                        | The "5" key has two bumps that enable you discern the position of other keys on the keypad.   |
| Physical line keys                                       | Poly Edge E Series phones have physical line keys that you can press to answer and end calls. |
| Tactile-discernible number, feature, and navigation keys | Keys on the phone console are discernible by their size and shape.                            |
| Illuminated feature keys                                 | Many feature keys illuminate when activated to alert you when a feature is enabled.           |

## Administrator-Configurable Vision Features

Your phone has accessibility features that your system administrator can enable, configure, or customize. For more information about using these features, contact your system administrator.

### Administrator-Configurable Vision Feature Summary

| Accessibility Feature        | Description  |
|------------------------------|--|
| Sound effects                | Your administrator can customize the audio sound effects that play for incoming calls and other alerts. These include patterns, sequences of chord-sets, silence periods, and wave files.  |
| Comfort noise                | When enabled by your administrator, comfort noise ensures a consistent background noise level to provide a natural call experience for speakerphone and handset calls. It ensures that the line isn't completely silent when callers aren't talking. |
| Microphone mute/unmute alert | Your administrator can configure your phone to play a tone when you mute or unmute the microphone.   |
| Mute reminder alert interval | Your administrator can configure your phone to play tones at a specified amount of time to remind you that your microphone is muted.   |
| Colors for display elements  | Your administrator can customize the colors for the display elements on your phone's screen.   |

## User-Configurable Vision Features

Your phone has accessibility features that you can enable or customize.

### User-Configurable Vision Feature Summary

| Accessibility Feature          | Description  |
|--------------------------------|--|
| Text size                      | You can change the onscreen text size with the Text Style feature. The options are <b>Normal</b> , <b>Large</b> , and <b>Bold</b> .      |
| High Contrast Mode             | You can enable the High Contrast feature to provide more contrast between the screen elements and the background.                        |
| Text-to-Speech                 | You can enable your phone to provide audio feedback about phone features and information.  |
| Adjustable backlight settings  | You can change the brightness of the screen by adjusting backlight intensity settings.   |
| Auto-answering                 | You can enable the phone to auto-answer calls.   |
| Adjustable ringtone and volume | You can change the ringtone based on call type or assign a specific ringtone to a contact. You can also change the volume of the ringer. |
| Headsets                       | You can use a USB, Bluetooth, or electronic hookswitch (EHS) headset to place and answer calls.  |

## Text-to-Speech

With the **Text-to-Speech** accessibility feature, you can hear functions and information about the phone spoken out loud. The phone also provides feedback about incoming calls.

When **Text-to-Speech** is enabled, the phone offers the following functionality:

- You can receive notifications and audio feedback about incoming calls.
- When you single press the following keys, the phone reads information about the keys out loud. Long press the key to use the key.

**Note:** This feature is not supported for the dialpad, navigation, select, or EM line keys.

- A line key on the phone
- A softkey
- Home
- Back
- Hold
- Transfer
- Headset
- Speakerphone
- Mute
- Pagination
- Page left and right keys on the Edge E400 Series

### Enable Text-to-Speech

Enable the **Text-to-Speech** feature to hear audio descriptions of phone functions and information.

## Task

- 1 Go to **Menu > Settings > Accessibility**.
- 2 Enable **Text-to-Speech**.
- 3 To enable audio feedback from the hardware keys, press and hold the center navigation button.

## Use the Text-to-Speech Feature

You can use the Text-to-Speech feature to hear audio feedback from the physical keys on your phone and to hear audio feedback from incoming calls.

- To receive audio feedback about a key, single press the key.
- To select a key, double press the key.
- To toggle audio feedback on and off, long press the **Select** key until you hear "text to speech activated" or "text to speech deactivated."

## Text Size

You can use the **Text Style** setting to change the onscreen text size. The options are Normal, Large, and Bold.

## Customize the Text Size

Make the onscreen text larger or bold.

## Task

- 1 Go to **Menu > Settings > Accessibility**.
- 2 Select **Text Style**.
- 3 Do one of the following:
  - To increase the text size, select **Large**.
  - To make the default text bold, select **Bold**.
  - To restore the default text size and weight, select **Normal**.
- 4 Press the **Select** softkey.

## High Contrast

You can enable the High Contrast feature to provide more contrast between the screen elements and the background.

## Enable High Contrast

Improve the readability of the screen by enabling high contrast.

## Task

- 1 Go to **Menu > Settings > Accessibility**.
- 2 Enable **High Contrast**.

## Adjustable Backlight Settings

You can change the brightness of the screen by adjusting the backlight intensity settings.

## Backlight Intensity and Timeout

Adjust the settings for the phone's backlight illumination.

If desired, change settings for the following backlight components:

- **Backlight Intensity:** The brightness of the screen during phone activity and inactivity.
- **Backlight Timeout:** The number of seconds the phone is inactive before the backlight dims to its Backlight Idle intensity. The backlight timeout period begins after your last activity, such as an incoming call.

Backlight Intensity includes the following settings you can choose from:

- **Backlight On:** The brightness of the screen when there's activity.
- **Backlight Idle:** The brightness of the screen when there's no activity.
- **Maximum Intensity:** The brightness scale that applies to both Backlight On and Backlight Idle intensities.

### Set the Backlight Intensity

The screen's backlight intensity settings adjust how bright the screen illuminates while on and while idle.

Set the **Backlight On** intensity and the **Backlight Idle** intensity separately, or turn off the backlight entirely. When you change the **Maximum Intensity**, you modify the entire backlight intensity scale. For example, if you decrease the **Maximum Intensity**, the **Low**, **Medium**, and **High** levels for both **Backlight On** and **Backlight Idle** decrease.

#### Task

- 1 Go to **Menu > Settings > Basic**.
- 2 On the **Backlight Intensity** screen, select **Backlight On Intensity**.
- 3 Select the intensity that you want.
  - High
  - Medium
  - Low
- 4 On the **Backlight Intensity** screen, select **Backlight Idle Intensity**.
- 5 Select the intensity that you want.
- 6 On the **Backlight Intensity** screen, select **Maximum Intensity**.
- 7 Select **Up** or **Down** to increase or decrease the maximum intensity.

### Set the Backlight Timeout

Set the **Backlight Timeout** to determine how long the phone is idle before the backlight dims. By default, the backlight dims after the phone is idle for 40 seconds. The backlight automatically turns on with any phone activity.

Make sure to configure the **Backlight Idle Intensity** settings. See [Set the Backlight Intensity](#) on page 28.

#### Task

- 1 Go to **Menu > Settings > Basic**.
- 2 Select **Backlight Timeout**.
- 3 Choose the number of seconds the phone is idle before the backlight dims.
- 4 Press the **Select** softkey.

## Auto-Answering

You can enable the phone to auto-answer calls.

### Answer Calls Automatically

Set up your phone to automatically answer calls using **Auto Answer**.

When enabled, the phone automatically answers all incoming calls using the speakerphone. Your system administrator sets how many times the phone rings before it automatically answers the call.

The phone doesn't automatically answer a call until you place your current call on hold or end it.

#### Task

- 1 Go to **Menu > Settings > Basic > Preferences**.
- 2 Select **Auto Answer**.
- 3 Select **Auto Answer SIP Calls** and select **Yes**.
- 4 Optional: Select **Microphone Muted** and choose **No** to unmute the microphone for auto-answered calls.
- 5 Select **Save**.

## Adjustable Ringtone and Volume

Change the ringtone based on call type or assign a specific ringtone to a contact. You can also change the volume of the ringer.

### Set a Ringtone for Incoming Calls

Select unique ringtones for incoming calls on different lines on the phone. The default ringtone is **Low Trill**.

#### Task

- 1 Go to **Menu > Settings > Basic**.
- 2 Select **Ring Type**.
- 3 On the **Ring Type** screen, select a ringtone.
- 4 Optional: Press the **Play** softkey to hear the ringtone.
- 5 Press the **Select** softkey.

### Set a Ringtone for Individual Contacts

Select unique ringtones for contacts in your directory to help you quickly identify callers.

#### Task

- 1 Go to **Directories > Contact Directory**.
- 2 In the **Contact Directory**, select a contact.
- 3 On the **Contact Information** screen, select **Edit**.
- 4 On the **Edit Contact** screen, select **Ring Type** and choose a ringtone.
- 5 Select **Play** to hear the ringtone.
- 6 Press the **Check** softkey to confirm the selection.

### Change the Phone Volume

Increase or decrease the volume of your ringtone and the audio during a call.

#### Task

- » Press the volume keys to increase or decrease the audio volume.

## Headsets

Connect a Bluetooth or USB headset to your phone to place and answer calls. You can also use electronic hookswitch (EHS).

This section provides information on headset features that may be useful for vision accessibility. For more information on using a headset with Poly Edge E Series phones, see the [Poly Edge E Series Phones User Guide](#).

For a list of compatible headsets, see the [Headset Compatibility Guide](#).

### Set the Answering Call Alert

You can configure the headset to alert you on incoming calls to the phone.

#### Task

- 1 Do one of the following:
  - Go to **Settings > Basic > PLT Hub > General**.
  - Go to **PLT Hub > General**.
- 2 Select **Answering Call Alert**.
- 3 Select **On** to enable the call alert and **Off** to disable the call alert.

## Set the Mute On or Off Alert

You can set the headset to notify you when the headset's microphone is muted. You can choose to hear a voice alert, a single tone, or a double tone.

### Task

- 1 Do one of the following:
  - Go to **Settings > Basic > PLT Hub > General**.
  - Go to **PLT Hub > General**.
- 2 Select **Mute On/Off Alert**.
- 3 Select one of the following alerts:
  - **Voice**
  - **Single Tone**
  - **Double Tone**

## Set the Mute Reminder

You can set the headset to notify if the headset's microphone is muted in an active call.

### Task

- 1 Do one of the following:
  - Go to **Settings > Basic > PLT Hub > General**.
  - Go to **PLT Hub > General**.
- 2 Select **Mute Reminder**.
- 3 Select one of the following reminders:
  - **Off**
  - **Audible Reminder**
  - **On-Screen Reminder**
  - **On-Screen & Audible Reminders**

## Set the Mute Reminder Interval

You can set the headset to notify at set intervals when you are on mute.

You must set **Mute Reminder** to **Audible Reminder** to use the mute reminder interval option.

### Task

- 1 Do one of the following:
  - Go to **Settings > Basic > PLT Hub > General**.
  - Go to **PLT Hub > General**.
- 2 Select **Mute Reminder Interval**.
- 3 Choose the mute interval time frame.

## Using Electronic Hookswitch

When you use a headset that supports electronic hookswitch (EHS), you can place, answer, and end calls by using the controls on your headset.

**Note:** Some TTY devices can use EHS to interface with the phone. See your TTY device documentation for more information.

For EHS, use a headset that includes a serial control interface in addition to the standard analog headset jack (RJ-9) interface. The serial control interface requires an EHS adapter that you can purchase from your headset manufacturer.

Headsets that support EHS include a base unit that connects to your phone. The headset connects to the base unit wirelessly, which enables you to use your headset even if you're some distance away from your phone. Typically, you can work wirelessly up to 91 m (300 ft) from your phone and still use the EHS controls. Check your headset's user guide for the precise range restrictions.

For a list of compatible headsets, see the [Headset Compatibility Guide](#).

### Setting the Headset Base Unit Options

Before you connect your headset to your phone and use EHS, you may need to set certain settings.

Configure the following options for your specific headset model:

- For Poly headsets, change the coarse receive level to **3** and the transmit level to **B** on the headset base unit. For details, refer to the guide that comes with your headset.
- For Jabra headsets, change the headset mode to **DHSG** on the headset base unit. For details, refer to your headset documentation or contact Jabra support.
- For Sennheiser headsets, set the first DIP switch labeled **1** (DHSG) to the down position on the back of the headset base unit. For additional details, see your headset's documentation or contact Sennheiser support.

### Enable Electronic Hookswitch

After you set the base unit options for your headset and connect your headset to your phone, you can enable EHS.

#### Task

- 1 Connect your headset and EHS adapter to your phone.  
See the *Quick Start Guide* for your phone at [Poly Support](#) for information on connecting a headset to your phone.
- 2 Go to **Menu > Settings > Basic > Preferences**.
- 3 Select **Headset > Hookswitch Mode**.
- 4 Select one of the following modes for your specific headset:
  - Choose **Regular Mode** (default) if another headset is attached.
  - Choose **Jabra** if an EHS-compatible Jabra headset is attached with an EHS cable or adapter.
  - Choose **Poly** if an EHS-compatible Poly headset is attached with an EHS cable or adapter.
  - Choose **Sennheiser** if an EHS-compatible Sennheiser headset is attached with an EHS cable or adapter. If your phone doesn't have a menu selection for Sennheiser, select **Jabra** instead.

### Change the Headset Mode

To control your phone using your headset, the headset must be in softphone mode.

Headsets that come with a docking station have two modes: softphone and desk phone mode. If you can't operate the phone from your headset, it's possible that your headset is in desk phone mode.

#### Task

- » Press and hold the headset hookswitch until you hear a sound or message on the headset.

### Controlling Calls with Electronic Hookswitch

Certain connected headsets offer functions to control calls with Electronic Hookswitch.

After you have followed the procedures for connecting your headset and enabled EHS, you can use the controls on your headset to answer, mute, and end calls. If it's supported on your headset, you can also place calls on hold. See your headset's user documentation for information on controlling calls from your headset.

When you are in an active call and you receive an incoming call, you can't use the hookswitch control on your headset to place the active call on hold and answer the incoming call. Pressing the hookswitch control on the headset ends the active call and answers the incoming call. To place the existing call on hold and answer the incoming call, answer the call on your phone.

### Disconnect Electronic Hookswitch

To disconnect or change your headset, properly detach your headset from your phone.

#### Task

- 1 Go to **Menu > Settings > Basic**.
- 2 Select **Headset > Hookswitch Mode**.
- 3 Select **Regular Mode**.
- 4 Remove the EHS adapter from the serial port on the back of the phone.



# Hearing Accessibility Features

Poly phones include features that enable users who are deaf or hard of hearing to use the phone.

## Built-In Features for Hearing-Related Disabilities

Your phone has accessibility features for hearing that are available without enabling or configuring them.

### Built-In Hearing Feature Summary

| Accessibility Feature                 | Description   |
|---------------------------------------|---|
| Visual message indicators             | An indicator light flashes or onscreen icons display to indicate that you have new messages.  |
| Visual notifications                  | Status and icon indicators let you know when you have incoming, outgoing, active, or held calls. Indicators also alert you of the device's status and when features are enabled.  |
| Hearing aid compatible (HAC) handsets | Poly device handsets are Hearing Aid Compatible (HAC) and have telecoils that magnetically couple to most forms of wearable hearing aids per FCC section 508 (compliant to ADA Section 508 Recommendations: Subpart B 1194.23).   |
| TTY support                           | Poly endpoints support commercial TTY devices such as Ultratec Superprint and provide acoustic coupled TTY support.<br><br><b>Note:</b> Some TTY devices can use Electronic Hookswitch (EHS) to interface with the phone. See your TTY device documentation for more information. |

## Administrator-Configurable Hearing Features

Your phone has accessibility features that your system administrator can enable, configure, or customize. For more information about using these features, contact your system administrator.

### Administrator-Configurable Hearing Feature Summary

| Accessibility Feature          | Description  |
|--------------------------------|--|
| Instant messaging              | If supported by your phone and provider, your administrator can enable your phone to send and receive text messages.   |
| Voice activity detection (VAD) | Your administrator can configure VAD to set the threshold for determining what is considered background noise.   |
| LED indicators                 | Your administrator can set customized LED patterns to alert you to different states of the phone and remote contacts.  |
| Poly NoiseBlockAI              | Your administrator can enable Poly NoiseBlockAI, which suppresses background noise while a call participant actively speaks. It also reduces interruptions caused by common office sounds and background chatter. Poly NoiseBlock AI and Poly NoiseBlock can't be used at the same time. |

| Accessibility Feature                         | Description  |
|---|--|
| Comfort noise                                 | When enabled by your administrator, comfort noise ensures a consistent background noise level to provide a natural call experience for speakerphone and handset calls. It ensures that the line isn't completely silent when callers aren't talking. |
| Acoustic echo cancellation (AEC) for headsets | Your administrator can enable AEC for connected Poly Bluetooth headsets to reduce echo during calls. AEC is enabled for both the handset and the speakerphone by default.  |

## User-Configurable Hearing Features

Your phone has accessibility features that you can enable or customize.

### User-Configurable Hearing Feature Summary

|                                |  |
|--------------------------------|--|
| Adjustable ringtone and volume | You can change the ringtone based on call type or assign a specific ringtone to a contact. You can also change the volume of the ringer. |
| Adjustable call volume         | While in a call, you can raise or lower the volume of the device.  |
| Headsets                       | You can use a USB, Bluetooth, or electronic hookswitch (EHS) headset to place and answer calls.  |

## Instant Messaging

Send and receive instant messages from your phone to other phones on your network.

Instant messaging is an optional feature. Contact your system administrator to find out if instant messaging is enabled on your phone.

### Send Instant Messages

When you send a message, select a message from a preset list of short messages or use the dialpad or onscreen keyboard to enter a custom message.

#### Task

- 1 Go to **Messages**.
- 2 Select **Instant Messages**.
- 3 If you have multiple lines on your phone, select a line.
- 4 From the **Instant Messages** screen, select the **New** softkey.
- 5 Enter a contact's phone number, URL, or IP address, then select **OK**.  
The phone number, URL, or IP address you enter displays on the screen.
- 6 Do one of the following:
  - Press **Select** to choose a prescribed message from the **Message Select** screen.
  - Select **Edit** to compose a custom message, then enter your message.
- 7 Select **Send**.

### Read Instant Messages

Instant messages display in the order that your phone receives them.

### Task

- 1 Go to **Messages**.
- 2 Select **Instant Messages**.
- 3 Optional: If you have multiple lines on your phone, select a line.  
The first message that you receive displays.
- 4 Select the **Next** or **Previous** softkey to read additional messages, if available.

### Reply to Instant Messages

After you read an instant message on your phone, send a reply to the message.

### Task

- 1 Go to **Messages**.
- 2 Select **Instant Messages**.
- 3 From the **Instant Messages** screen, select a message and select **Reply**.
- 4 Enter a message and select **Send**.

### Delete Instant Messages

Delete old instant messages from your phone to reduce memory consumption.

### Task

- 1 Go to **Messages**.
- 2 Select **Instant Messages**.
- 3 Select a message and select **Delete**.

## Adjustable Ringtone and Volume

Change the ringtone based on call type or assign a specific ringtone to a contact. You can also change the volume of the ringer.

### Set a Ringtone for Incoming Calls

Select unique ringtones for incoming calls on different lines on the phone. The default ringtone is **Low Trill**.

### Task

- 1 Go to **Menu > Settings > Basic**.
- 2 Select **Ring Type**.
- 3 On the **Ring Type** screen, select a ringtone.
- 4 Optional: Press the **Play** softkey to hear the ringtone.
- 5 Press the **Select** softkey.

### Set a Ringtone for Individual Contacts

Select unique ringtones for contacts in your directory to help you quickly identify callers.

### Task

- 1 Go to **Directories > Contact Directory**.
- 2 In the **Contact Directory**, select a contact.
- 3 On the **Contact Information** screen, select **Edit**.
- 4 On the **Edit Contact** screen, select **Ring Type** and choose a ringtone.
- 5 Select **Play** to hear the ringtone.
- 6 Press the **Check** softkey to confirm the selection.

## Change the Phone Volume

Increase or decrease the volume of your ringtone and the audio during a call.

### Task

- » Press the volume keys to increase or decrease the audio volume.

## Headsets

Connect a Bluetooth or USB headset to your phone to place and answer calls. You can also use electronic hookswitch (EHS).

This section provides information on headset features that may be useful for hearing accessibility. For more information on using a headset with Poly Edge E Series phones, see the [Poly Edge E Series Phones User Guide](#).

For a list of compatible headsets, see the [Headset Compatibility Guide](#).

## Enable Headset Echo Cancellation

In some cases when you are using your headset during a call, your contacts may experience audio or echo issues, such as feedback of your voice or of their own voice. Enable the echo cancellation feature on a supported headset to fix the issue.

### Task

- 1 Go to **Menu > Settings > Basic > Preferences**.
- 2 Select **Headset > Echo Cancellation** and select **Enabled**.

## Set the Volume Level Indicator Tones

You can set the headset to play a tone when you increase or decrease the volume to any level or to play a tone when the volume has reached the minimum and maximum level.

### Task

- 1 Do one of the following:
  - Go to **Settings > Basic > PLT Hub > Ringtone & Volume**.
  - Go to **PLT Hub > Ringtone & Volume**.
- 2 Select **Volume Level Tones**.
- 3 Select one of the following options:
  - **At Every Level**: Hear a tone every time you increase or decrease the volume.
  - **Minimum & Maximum Only**: Hear a tone only when you hit the minimum or maximum volume level.

## Adjust the Headset Speaker Bass and Treble

You can adjust the bass and treble settings for the headset speaker from your Edge E Series phone.

### Task

- 1 Do one of the following:
  - Go to **Settings > Basic > PLT Hub > Audio Tuning**.
  - Go to **PLT Hub > Audio Tuning**.
- 2 Select **Speaker**.
- 3 Adjust the bass settings:
  - A Select **Bass Equalizer**.
  - B Press **Up** or **Down** to adjust the settings.
- 4 Adjust the treble settings:
  - A Select **Treble Equalizer**.
  - B Press **Up** or **Down** to adjust the settings.

## View Voice Visual Feedback

You can view the graphical representation of the audio from your Edge E Series phone.

### Task

- 1 Do one of the following:
  - Go to **Settings > Basic > PLT Hub > Audio Tuning**.
  - Go to **PLT Hub > Audio Tuning**.
- 2 Select **Microphone**.
- 3 Select **Voice Visual Feedback**.

## Set the Decibel Spike Limit

You can limit the decibel spike threshold on the headset to eliminate sudden loud and acoustic sounds.

### Task

- 1 Do one of the following:
  - Go to **Settings > Basic > PLT Hub > Advanced**.
  - Go to **PLT Hub > Advanced**.
- 2 Select **Anti-Startle**.
- 3 Select one of the following:
  - **Off**: Headset limits the sound level to 118 dBA.
  - **G616**: Protects from acoustic shock and limits the sound levels to 102 dBA.

## Set the Decibel Threshold Limit

You can limit how loud the sound levels can become. If you disable this setting, the headset limits the sound level to 118 dBA.

### Task

- 1 Do one of the following:
  - Go to **Settings > Basic > PLT Hub > Advanced**.
  - Go to **PLT Hub > Advanced**.
- 2 Select **Noise Exposure**.
- 3 Select one of the following:
  - **No Limiting**
  - **Limited at 80 dBA**
  - **Limited at 85 dBA**

# Mobility Accessibility Features

Poly phones include features that enable users with limited mobility to use the phone.

## Built-in Mobility Features

Your phone has accessibility features for mobility that are available without enabling or configuring them.

### Built-In Mobility Feature Summary

| Accessibility Feature | Description   |
|-----------------------|---|
| Large keys            | The large keys on the phone console enable you to access phone features and functions.                      |
| Built-in speakerphone | A built-in speakerphone enables you to hear audio on the device without having to use a handset or headset. |

## User-Configurable Mobility Features

Your phone has accessibility features that you can enable or customize.

### User-Configurable Mobility Feature Summary

| Accessibility Feature  | Description   |
|------------------------|---|
| Auto-answering         | You can enable the phone to auto-answer calls.  |
| Adjustable phone stand | You can adjust the phone stand to various angles so your phone sits at a comfortable angle on your desktop. |
| Headsets               | You can use a USB, Bluetooth, or electronic hookswitch (EHS) headset to place and answer calls.             |

## Auto-Answering

You can enable the phone to auto-answer calls.

### Answer Calls Automatically

Set up your phone to automatically answer calls using **Auto Answer**.

When enabled, the phone automatically answers all incoming calls using the speakerphone. Your system administrator sets how many times the phone rings before it automatically answers the call.

The phone doesn't automatically answer a call until you place your current call on hold or end it.

#### Task

- 1 Go to **Menu > Settings > Basic > Preferences**.
- 2 Select **Auto Answer**.
- 3 Select **Auto Answer SIP Calls** and select **Yes**.
- 4 Optional: Select **Microphone Muted** and choose **No** to unmute the microphone for auto-answered calls.
- 5 Select **Save**.

## Adjustable Phone Stand

You can adjust the phone stand to various angles so your phone sits at a comfortable angle on your desktop (see your phone's *Quick Start Guide* at [Poly Support](#)).

## Headsets

Connect a Bluetooth or USB headset to your phone to place and answer calls. You can also use electronic hookswitch (EHS).

This section provides information on headset features that may be useful for mobility accessibility. For more information on using a headset with Poly Edge E Series phones, see the [Poly Edge E Series Phones User Guide](#).

For a list of compatible headsets, see the [Headset Compatibility Guide](#).

### Enable Headset Echo Cancellation

In some cases when you are using your headset during a call, your contacts may experience audio or echo issues, such as feedback of your voice or of their own voice. Enable the echo cancellation feature on a supported headset to fix the issue.

#### Task

- 1 Go to **Menu > Settings > Basic > Preferences**.
- 2 Select **Headset > Echo Cancellation** and select **Enabled**.

### Using Electronic Hookswitch

When you use a headset that supports electronic hookswitch (EHS), you can place, answer, and end calls by using the controls on your headset.

**Note:** Some TTY devices can use EHS to interface with the phone. See your TTY device documentation for more information.

For EHS, use a headset that includes a serial control interface in addition to the standard analog headset jack (RJ-9) interface. The serial control interface requires an EHS adapter that you can purchase from your headset manufacturer.

Headsets that support EHS include a base unit that connects to your phone. The headset connects to the base unit wirelessly, which enables you to use your headset even if you're some distance away from your phone. Typically, you can work wirelessly up to 91 m (300 ft) from your phone and still use the EHS controls. Check your headset's user guide for the precise range restrictions.

For a list of compatible headsets, see the [Headset Compatibility Guide](#).

### Setting the Headset Base Unit Options

Before you connect your headset to your phone and use EHS, you may need to set certain settings.

Configure the following options for your specific headset model:

- For Poly headsets, change the coarse receive level to **3** and the transmit level to **B** on the headset base unit. For details, refer to the guide that comes with your headset.
- For Jabra headsets, change the headset mode to **DHSG** on the headset base unit. For details, refer to your headset documentation or contact Jabra support.
- For Sennheiser headsets, set the first DIP switch labeled **1** (DHSG) to the down position on the back of the headset base unit. For additional details, see your headset's documentation or contact Sennheiser support.

### Enable Electronic Hookswitch

After you set the base unit options for your headset and connect your headset to your phone, you can enable EHS.

#### Task

- 1 Connect your headset and EHS adapter to your phone.  
See the *Quick Start Guide* for your phone at [Poly Support](#) for information on connecting a headset to your phone.

- 2 Go to **Menu > Settings > Basic > Preferences**.
- 3 Select **Headset > Hookswitch Mode**.
- 4 Select one of the following modes for your specific headset:
  - Choose **Regular Mode** (default) if another headset is attached.
  - Choose **Jabra** if an EHS-compatible Jabra headset is attached with an EHS cable or adapter.
  - Choose **Poly** if an EHS-compatible Poly headset is attached with an EHS cable or adapter.
  - Choose **Sennheiser** if an EHS-compatible Sennheiser headset is attached with an EHS cable or adapter. If your phone doesn't have a menu selection for Sennheiser, select **Jabra** instead.

### Change the Headset Mode

To control your phone using your headset, the headset must be in softphone mode.

Headsets that come with a docking station have two modes: softphone and desk phone mode. If you can't operate the phone from your headset, it's possible that your headset is in desk phone mode.

#### Task

- » Press and hold the headset hookswitch until you hear a sound or message on the headset.

### Controlling Calls with Electronic Hookswitch

Certain connected headsets offer functions to control calls with Electronic Hookswitch.

After you have followed the procedures for connecting your headset and enabled EHS, you can use the controls on your headset to answer, mute, and end calls. If it's supported on your headset, you can also place calls on hold. See your headset's user documentation for information on controlling calls from your headset.

When you are in an active call and you receive an incoming call, you can't use the hookswitch control on your headset to place the active call on hold and answer the incoming call. Pressing the hookswitch control on the headset ends the active call and answers the incoming call. To place the existing call on hold and answer the incoming call, answer the call on your phone.

### Disconnect Electronic Hookswitch

To disconnect or change your headset, properly detach your headset from your phone.

#### Task

- 1 Go to **Menu > Settings > Basic**.
- 2 Select **Headset > Hookswitch Mode**.
- 3 Select **Regular Mode**.
- 4 Remove the EHS adapter from the serial port on the back of the phone.



# Speech Accessibility Features

Poly phones include features that enable users who experience stuttering, slow speech, or slurred speech to use the phone.

## Built-In Speech Features

Your phone has accessibility features for speech that are available without enabling or configuring them.

### Built-in Speech Feature Summary

| Accessibility Feature | Description   |
|-----------------------|---|
| TTY support           | Poly endpoints support commercial TTY devices such as Ultratec Superprint and provide acoustic coupled TTY support. |

## Administrator-Configurable Speech Features

Your phone has accessibility features that your system administrator can enable, configure, or customize. For more information about using these features, contact your system administrator.

### Administrator-Configurable Speech Feature Summary

| Accessibility Feature                         | Description   |
|---|---|
| Instant messaging                             | If supported by your phone and provider, your administrator can enable your phone to send and receive text messages.  |
| Voice activity detection (VAD)                | Your administrator can configure VAD to set the threshold for determining what is considered background noise.  |
| Acoustic echo cancellation (AEC) for headsets | Your administrator can enable AEC for connected Poly Bluetooth headsets to reduce echo during calls. AEC is enabled for both the handset and the speakerphone by default. |

## User-Configurable Speech Features

Your phone has accessibility features that you can enable or customize.

### User-Configurable Speech Features

| Accessibility Feature   | Description   |
|-------------------------|---|
| Redirect incoming calls | If you need someone to permanently or temporarily to answer calls for you, you can forward one or all incoming calls to a specific contact. You can also divert calls from a specific contact to another contact. |
| Headsets                | You can use a USB, Bluetooth, or electronic hookswitch (EHS) headset to place and answer calls.   |

## Instant Messaging

Send and receive instant messages from your phone to other phones on your network.

Instant messaging is an optional feature. Contact your system administrator to find out if instant messaging is enabled on your phone.

## Send Instant Messages

When you send a message, select a message from a preset list of short messages or use the dialpad or onscreen keyboard to enter a custom message.

### Task

- 1 Go to **Messages**.
- 2 Select **Instant Messages**.
- 3 If you have multiple lines on your phone, select a line.
- 4 From the **Instant Messages** screen, select the **New** softkey.
- 5 Enter a contact's phone number, URL, or IP address, then select **OK**.  
The phone number, URL, or IP address you enter displays on the screen.
- 6 Do one of the following:
  - Press **Select** to choose a prescribed message from the **Message Select** screen.
  - Select **Edit** to compose a custom message, then enter your message.
- 7 Select **Send**.

## Read Instant Messages

Instant messages display in the order that your phone receives them.

### Task

- 1 Go to **Messages**.
- 2 Select **Instant Messages**.
- 3 Optional: If you have multiple lines on your phone, select a line.  
The first message that you receive displays.
- 4 Select the **Next** or **Previous** softkey to read additional messages, if available.

## Reply to Instant Messages

After you read an instant message on your phone, send a reply to the message.

### Task

- 1 Go to **Messages**.
- 2 Select **Instant Messages**.
- 3 From the **Instant Messages** screen, select a message and select **Reply**.
- 4 Enter a message and select **Send**.

## Delete Instant Messages

Delete old instant messages from your phone to reduce memory consumption.

### Task

- 1 Go to **Messages**.
- 2 Select **Instant Messages**.
- 3 Select a message and select **Delete**.

## Redirecting Incoming Calls

Forward one or all incoming calls to a specific contact or divert calls from a specific contact to another contact.

## Forwarding Incoming Calls to a Contact

You can forward incoming calls to one of your contacts.

### Forward a Call

Forward an incoming call to a contact.

This applies the call forwarding rule for the incoming call only.

#### Task

- 1 On the **Incoming Call** screen, press the **Forward** softkey.
- 2 Enter the number to forward the call to.
- 3 Press the **Forward** softkey

### Forward All Incoming Calls to a Contact


You can set up your phone to automatically forward incoming calls to a specific contact.

Use one of the following forwarding types:

- Always - Forwards all incoming calls.
- No Answer - Forwards all unanswered incoming calls.
- Busy - Forwards incoming calls when you're in a call.

For shared lines, you can only choose **Always** as your forwarding type; the other forwarding options aren't available for shared lines.

#### Task

- 1 Select **Forward** or go to **Settings > Features > Forward**.
- 2 On the **Forwarding Type Select** screen, select a forwarding type.
- 3 Enter a contact's number or IP address, if enabled, and select **Enable**.
- 4 Optional: If you selected the **No Answer** option, enter the number of rings before the call is forwarded.  
The forwarding number or name of the contact you chose scrolls in the status bar. When you select **Always** as your forwarding option, the **Forwarding** icon  displays on the line.

### Disable Call Forwarding

Disable call forwarding when you no longer want to forward your calls.

#### Task

- 1 Select **Forward** or go to **Settings > Features > Forward**.
- 2 If your phone has multiple lines, select a line.
- 3 From the **Forwarding Type Select** screen, select your forwarding type, and select **Disable**.

## Divert Calls to a Contact

You can divert all incoming calls from a particular contact to another contact.

#### Task

- 1 Select **Directories > Contact Directory**.
- 2 From the **Contact Directory**, select a contact.
- 3 On the **Contact Information** screen, select **Edit**.
- 4 From the **Edit Contact** screen, select **Divert Contact**, and enter a contact's number.
- 5 Select **Auto Divert > Enabled**.
- 6 Select **Save**.

## Headsets

Connect a Bluetooth or USB headset to your phone to place and answer calls. You can also use electronic hookswitch (EHS).

For a list of compatible headsets, see the [Headset Compatibility Guide](#).

### Enable Headset Echo Cancellation

In some cases when you are using your headset during a call, your contacts may experience audio or echo issues, such as feedback of your voice or of their own voice. Enable the echo cancellation feature on a supported headset to fix the issue.

#### Task

- 1 Go to **Menu > Settings > Basic > Preferences**.
- 2 Select **Headset > Echo Cancellation** and select **Enabled**.

### Record and Play the Call

You can record the call, stop, and play the recording to test your microphone.

#### Task

- 1 Do one of the following:
  - Go to **Settings > Basic > PLT Hub > Audio Tuning**.
  - Go to **PLT Hub > Audio Tuning**.
- 2 Select **Microphone**.
- 3 Select **Record and Play**.
  - A Select **Record** to start recording the voice.
  - B Select **Stop** to stop recording.
  - C Select **Play** to listen to the recorded voice.
  - D Select **Back** to return to the previous page.

**Note:** Once you press **Back**, the recorded audio deletes automatically.

### Adjust the Microphone Gain

You can adjust the headset microphone gain from your Edge E Series phone.

#### Task

- 1 Do one of the following:
  - Go to **Settings > Basic > PLT Hub > Audio Tuning**.
  - Go to **PLT Hub > Audio Tuning**.
- 2 Select **Microphone**.
- 3 Select **Gain**.
- 4 Press **Up** or **Down** to adjust the settings.

# Learning and Cognitive Accessibility Features

Poly phones include features that enable users with learning or cognitive disabilities to use the phone.

## Built-In Learning and Cognitive Features

Your phone has accessibility features for learning and cognition that are available without enabling or configuring them.

### Built-in Learning and Cognitive Feature Summary

| Accessibility Feature | Description   |
|-----------------------|---|
| Poly NoiseBlock       | Poly NoiseBlock automatically mutes the microphone when a user stops speaking. It reduces interruptions caused by common office sounds (keyboard tapping, shuffling papers, etc.) and background chatter. |

## Administrator-Configurable Learning and Cognitive Features

Your phone has accessibility features that your system administrator can enable, configure, or customize. For more information about using these features, contact your system administrator.

### Administrator-Configurable Learning and Cognitive Feature Summary

| Accessibility Feature                             | Description  |
|---|--|
| Flexible line keys                                | Your administrator can configure your phone to enable you to assign a line key function to any line key on your phone.   |
| Voice activity detection (VAD)                    | Your administrator can configure VAD to set the threshold for determining what is considered background noise.   |
| Sound effects                                     | Your administrator can customize the audio sound effects that play for incoming calls and other alerts. These include patterns, sequences of chord-sets, silence periods, and wave files.  |
| LED indicators                                    | Your administrator can set customized LED patterns to alert you to different states of the phone and remote contacts.  |
| Poly NoiseBlockAI                                 | Your administrator can enable Poly NoiseBlockAI, which suppresses background noise while a call participant actively speaks. It also reduces interruptions caused by common office sounds and background chatter. Poly NoiseBlock AI and Poly NoiseBlock can't be used at the same time. |
| Comfort noise                                     | When enabled by your administrator, comfort noise ensures a consistent background noise level to provide a natural call experience for speakerphone and handset calls. It ensures that the line isn't completely silent when callers aren't talking.                                     |
| Acoustic Echo Cancellation for Bluetooth headsets | When enabled, AEC can help to remove echoes, reverberation, and other unwanted sounds. Your administrator can enable AEC for Bluetooth headsets. AEC for the handset and speakerphone is available by default.   |

## User-Configurable Learning and Cognitive Features

Your phone has accessibility features that you can enable or customize.

### User-Configurable Learning and Cognitive Feature Summary

| Accessibility Feature                                  | Description   |
|--|---|
| Text-to-Speech   | You can enable your phone to provide audio feedback about phone features and information.   |
| High Contrast Mode                                     | You can enable the High Contrast feature to provide more contrast between the screen elements and the background.   |
| Text size  | You can change the onscreen text size with the Text Style feature. The options are <b>Normal</b> , <b>Large</b> , and <b>Bold</b> .   |
| Auto-answering   | You can enable the phone to auto-answer calls.  |
| Acoustic Echo Cancellation for handset or speakerphone | When enabled, AEC can help to remove echoes, reverberation, and other unwanted sounds. AEC for the handset and speakerphone is available by default. To use AEC with a Bluetooth headset, see your administrator. |
| Adjustable ringtone                                    | You can change the ringtone based on call type or assign a specific ringtone to a contact.  |

## Text-to-Speech

With the **Text-to-Speech** accessibility feature, you can hear functions and information about the phone spoken out loud. The phone also provides feedback about incoming calls.

When **Text-to-Speech** is enabled, the phone offers the following functionality:

- You can receive notifications and audio feedback about incoming calls.
- When you single press the following keys, the phone reads information about the keys out loud. Long press the key to use the key.

**Note:** This feature is not supported for the dialpad, navigation, select, or EM line keys.

- A line key on the phone
- A softkey
- Home
- Back
- Hold
- Transfer
- Headset
- Speakerphone
- Mute
- Pagination
- Page left and right keys on the Edge E400 Series

### Enable Text-to-Speech

Enable the **Text-to-Speech** feature to hear audio descriptions of phone functions and information.

#### Task

- 1 Go to **Menu > Settings > Accessibility**.
- 2 Enable **Text-to-Speech**.
- 3 To enable audio feedback from the hardware keys, press and hold the center navigation button.

### **Use the Text-to-Speech Feature**

You can use the Text-to-Speech feature to hear audio feedback from the physical keys on your phone and to hear audio feedback from incoming calls.

- To receive audio feedback about a key, single press the key.
- To select a key, double press the key.
- To toggle audio feedback on and off, long press the **Select** key until you hear "text to speech activated" or "text to speech deactivated."

### **High Contrast**

You can enable the High Contrast feature to provide more contrast between the screen elements and the background.

### **Enable High Contrast**

Improve the readability of the screen by enabling high contrast.

#### **Task**

- 1 Go to **Menu > Settings > Accessibility**.
- 2 Enable **High Contrast**.

### **Text Size**

You can use the **Text Style** setting to change the onscreen text size. The options are Normal, Large, and Bold.

### **Customize the Text Size**

Make the onscreen text larger or bold.

#### **Task**

- 1 Go to **Menu > Settings > Accessibility**.
- 2 Select **Text Style**.
- 3 Do one of the following:
  - To increase the text size, select **Large**.
  - To make the default text bold, select **Bold**.
  - To restore the default text size and weight, select **Normal**.
- 4 Press the **Select** softkey.

### **Auto-Answering**

You can enable the phone to auto-answer calls.

### **Answer Calls Automatically**

Set up your phone to automatically answer calls using **Auto Answer**.

When enabled, the phone automatically answers all incoming calls using the speakerphone. Your system administrator sets how many times the phone rings before it automatically answers the call.

The phone doesn't automatically answer a call until you place your current call on hold or end it.

#### **Task**

- 1 Go to **Menu > Settings > Basic > Preferences**.

- 2 Select **Auto Answer**.
- 3 Select **Auto Answer SIP Calls** and select **Yes**.
- 4 Optional: Select **Microphone Muted** and choose **No** to unmute the microphone for auto-answered calls.
- 5 Select **Save**.

## Enable Headset Echo Cancellation

In some cases when you are using your headset during a call, your contacts may experience audio or echo issues, such as feedback of your voice or of their own voice. Enable the echo cancellation feature on a supported headset to fix the issue.

### Task

- 1 Go to **Menu > Settings > Basic > Preferences**.
- 2 Select **Headset > Echo Cancellation** and select **Enabled**.

## Adjustable Ringtone and Volume

Change the ringtone based on call type or assign a specific ringtone to a contact. You can also change the volume of the ringer.

### Set a Ringtone for Incoming Calls

Select unique ringtones for incoming calls on different lines on the phone. The default ringtone is **Low Trill**.

### Task

- 1 Go to **Menu > Settings > Basic**.
- 2 Select **Ring Type**.
- 3 On the **Ring Type** screen, select a ringtone.
- 4 Optional: Press the **Play** softkey to hear the ringtone.
- 5 Press the **Select** softkey.

### Set a Ringtone for Individual Contacts

Select unique ringtones for contacts in your directory to help you quickly identify callers.

### Task

- 1 Go to **Directories > Contact Directory**.
- 2 In the **Contact Directory**, select a contact.
- 3 On the **Contact Information** screen, select **Edit**.
- 4 On the **Edit Contact** screen, select **Ring Type** and choose a ringtone.
- 5 Select **Play** to hear the ringtone.
- 6 Press the **Check** softkey to confirm the selection.

## Change the Phone Volume

Increase or decrease the volume of your ringtone and the audio during a call.

### Task

- » Press the volume keys to increase or decrease the audio volume.



# Support

## NEED MORE HELP?

[poly.com/support](https://poly.com/support)

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