

These Quick Tips apply to Poly Edge B10, B20, and B30 IP phones.



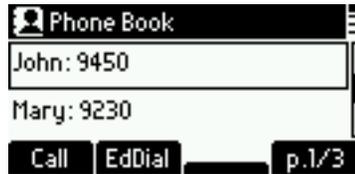
Home Screen

Press **Home**  to access the Home screen.



Calls Screen

Displays one or more active calls on your phone.



Contacts Screen

Manage and access contacts.

Switch among Phone Screens

You can view any screen on your phone from other screens.

To switch between screens:

- » Press **Home**  to view the **Main Menu**, **Lines**, or **Calls** screen.

Place Calls

You can only have one active call in progress on your phone.

To place a call:

- » Do one of the following:

- Lift the handset from the cradle, enter the number, and press the **Dial** softkey.
- Enter a number using the dialpad, then press the speakerphone button.
- Enter a number using the dialpad, then press the headset button.

Place a call from the phone book:

- 1 Press **Home** .
- 2 Go to **Contacts**.
- 3 Select a contact.
- 4 Press the **Call** softkey.

Answer Calls

You can answer calls using the handset, speakerphone, or a headset.

To answer a call:

- » Do one of the following:
 - Pick up the handset.
 - Press the speakerphone button.
 - Press the headset button.
 - Press the line key to which the incoming call is assigned.
 - Press the **Answer** softkey.

End Calls

You can end active or held calls.

To end a call:

- 1 On the **Calls** screen, highlight the call.
- 2 Press the **End** softkey.

Hold and Resume Calls

You can have multiple calls on hold and resume a call at any time.

To hold a call:

- » Do one of the following:
 - Press the **Hold** softkey. This holds only the highlighted call on the screen.
 - Press the **Hold** feature key. This holds all calls that are in a holdable state.

To resume a call

- » Do one of the following:
 - Press the **Resume** softkey. This resumes only the highlighted call on the screen.
 - Press the call key that hosts the call to resume. This resumes the call only if it is in the holding state.

Transfer Calls

You can transfer calls to any contact.

To transfer a call:

- 1 Select a highlighted entry on the **Calls** screen.
- 2 Do one of the following:
 - Press the **Trnsfr** softkey.
 - Press the **B.Trn..** softkey (if configured).

Forward Calls

You can forward an incoming call to a contact or forward all incoming calls to a contact.

To manually forward an incoming call:

- 1 Press the **Divert** softkey.
The **Enter Number** screen displays.
- 2 Enter the number to forward the call to.
- 3 Press the **Dial** softkey.

To forward all incoming calls:

- 1 Press the **Cfwd** softkey.
- 2 Configure the following settings:
 - a Press **Enter** to set the call forward option to **Enabled**.
 - b Enter the call forward number in the **Destination Number** field.
 - c Press **Enter** to cycle through the list of voice services.
- 3 Select **Home**  to exit **Preferences** and confirm your selection.

To disable call forwarding:

- 1 Press the **Cfwd** softkey.
- 2 Press **Enter** to set the call forward option to **Disabled**.

Start a Conference Call

The phone supports up to five-way (if configured) conferencing using local bridging. All connected parties are available after you start the conference call.

To start a conference call:

- 1 Call a contact.
- 2 When the contact answers, press the **Conf** softkey.

- 3 Call the next contact.
- 4 When the contact answers, select the **CfNow** softkey.
- 5 Repeat step 3 – 4 to add more contacts.

Manage Contacts

Search for a contact in the phone book or add more contacts.

Search for a Contact:

- 1 Press **Home** .
- 2 Go to **Contacts**.
- 3 In the search field, enter your search criteria.
The results display below the search field as you enter characters.

Add a Contact:

- 1 Press **Home** .
- 2 Go to **Contacts**.
- 3 Press the **+Entry** softkey.
- 4 Highlight the field that that you want to edit.
- 5 Press **Enter** .
- 6 Repeat these steps until you enter all the relevant information.
- 7 Press the **Save** softkey.

View Call History

View information for all calls made to or from your phone.

To view recent calls:

- 1 Press **Home** .

- 2 Go to **Call History** and press **Enter** .
- 3 In the **Call History** screen, highlight the desired history list and press **Enter** .

Enable Do Not Disturb

You can enable Do Not Disturb when you don't want to receive calls.

To enable Do Not Disturb:

- » Press the **DND**.

Set Ringtones

You can set ringtones for incoming calls from all contacts and from individual contacts.

To set a ringtone for incoming calls:

- 1 Select **Home** .
- 2 Go to **Preferences > Default Ringtone**.
- 3 Press the **Edit** softkey.
- 4 Use the up and down directional keys to browse the available ringtones loaded in the phone.
- 5 **Optional:** Press the **Play** softkey to sample a highlighted ringtone.
- 6 Highlight the ringtone that you want to assign and press the **Select** softkey.