START communications

Horizon

Poly Edge E550 User Guide



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Poly Edge Overview

Poly Edge E Series phones are desktop phones with bright color displays that provide superior HD (High Definition) audio with Poly signature NoiseBlockAI and Acoustic Fence features.

Poly Edge E Series phones provide the following features:

- The surround LED lighting bar on Poly Edge E Series phones indicates various phone states such as call alerts, active call, held call, and voicemail.
- The integrated Microban protection reduces the growth of bacteria and maintains the durability and cleanliness of your phone.
- Embedded Wi-Fi and Bluetooth on supporting models.
- A dedicated pagination key enables you to add up to three pages to the Home screen.
- Optional Poly Edge E Expansion module for up to 50 lines supported on Edge E550.

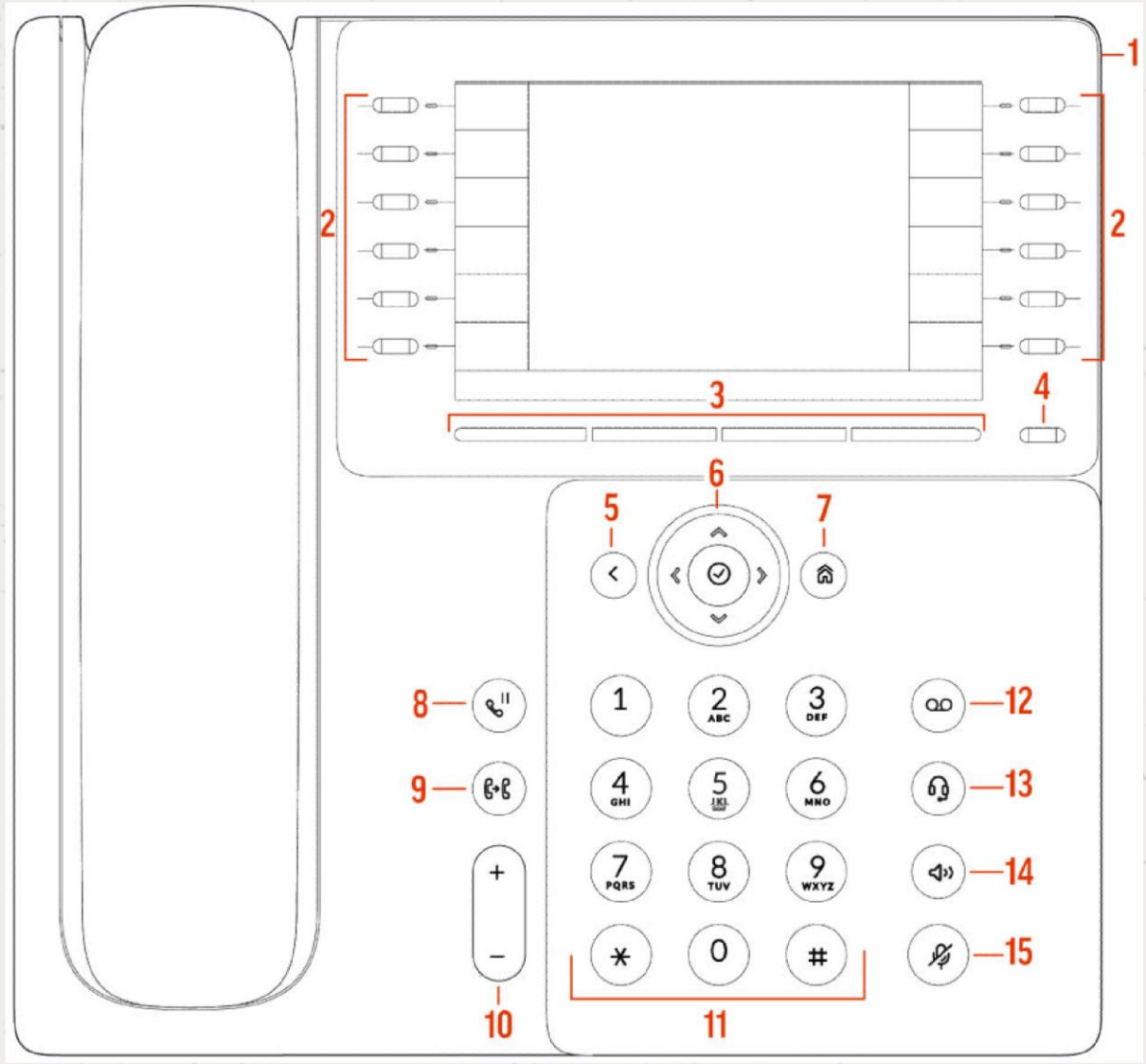
Initial Setup

Your Poly Edge phone needs to be connected to a suitable Internet connection and powered using either compatible Power over Ethernet (PoE) or an AC power supply.

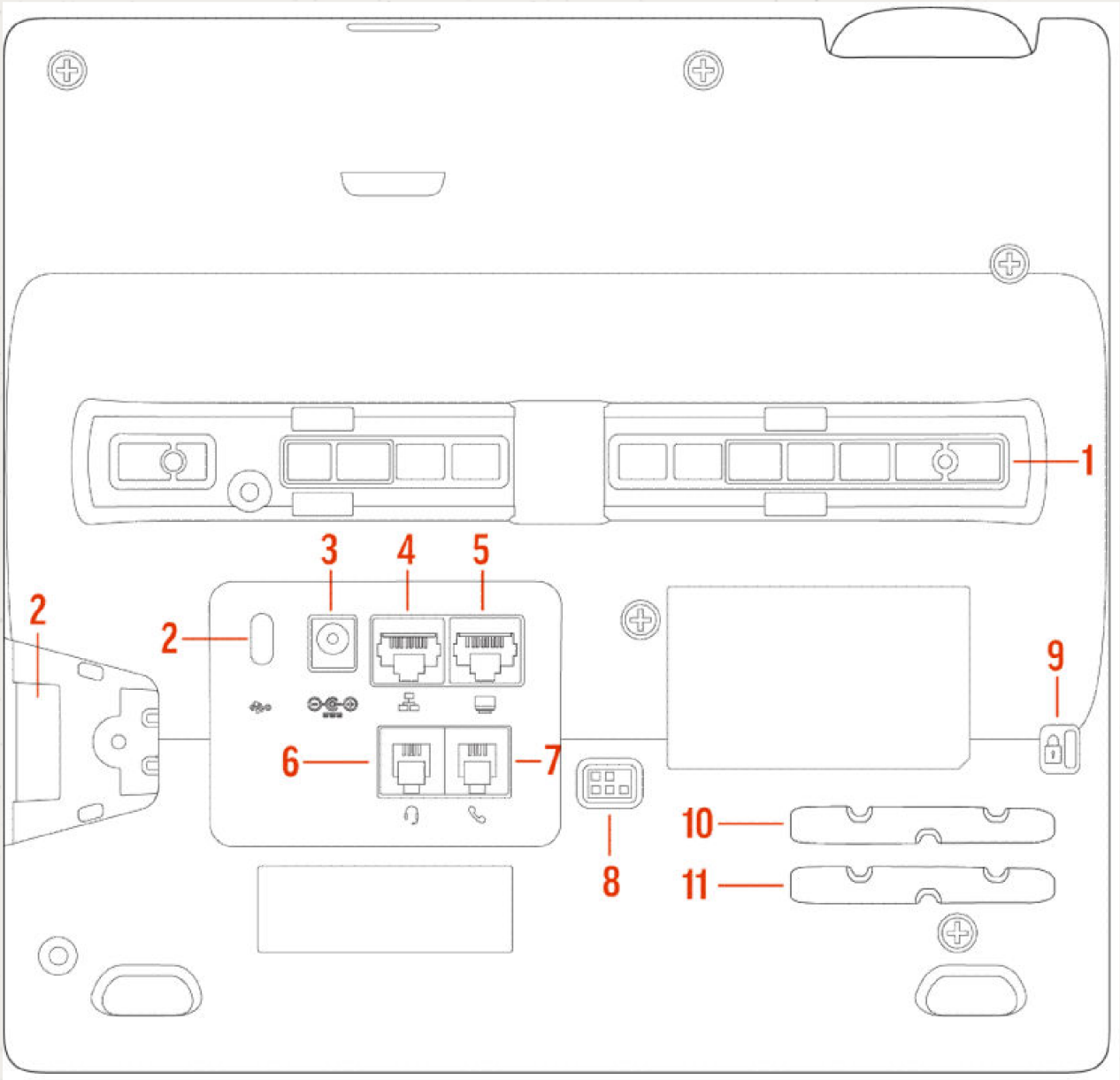
It will arrive pre-configured; once connected and powered, you will be prompted to enter and confirm a new administrator password (please note that this can be set to any 3/4-digit combination that isn't 456). Once this is confirmed, the device will register to Horizon, ready for use.

Phone Overview

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



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.
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 Home screen from other screens or display the Lines and Calls screen from the Home 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.


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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 headset.
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.
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.

User Interface Overview

Your phone has icons, status indicators, and screens that help you use, navigate, and understand important information about the state of your phone.

Please note, that depending on how your phone is configured:

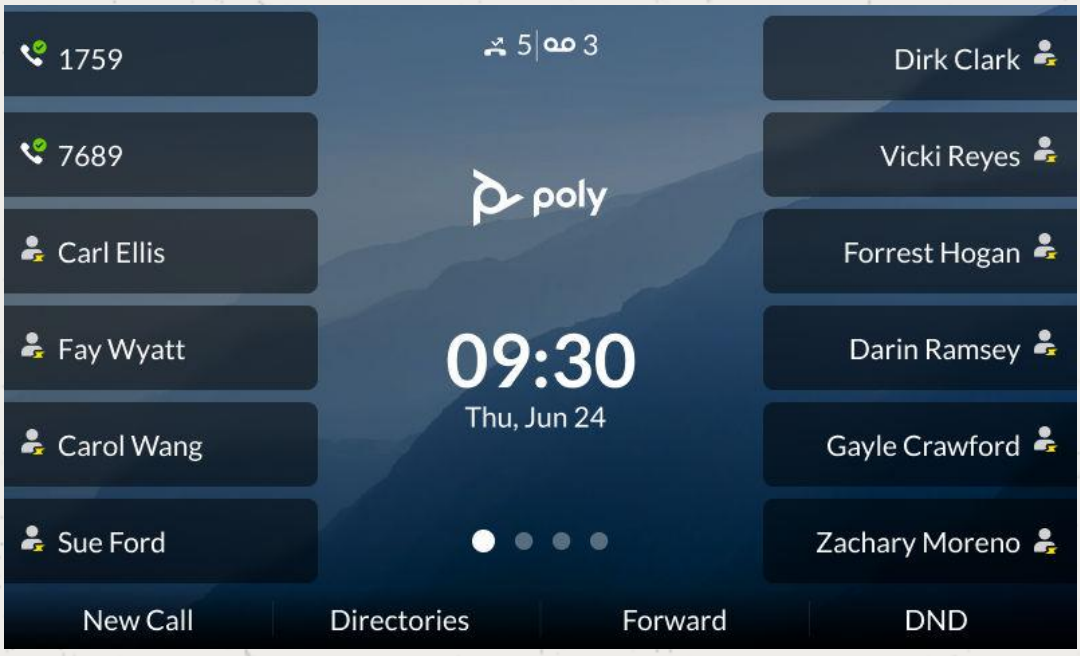
- You may need to press the More soft-key to access feature soft-keys (e.g. Conference).
- Your home and other screens may look different to those in this guide.

Home Screen Overview

The home screen provides access to and information about calls, line keys, settings, status indicators, and pagination.

On the Home screen, you can do the following:

- Place, answer, manage, and view information about calls.
- View information about assigned feature and line keys.
- View status indicators such as missed calls, voicemail, and error messages in the status bar.
- Access phone features, settings, and information using the softkeys.
- Add, navigate to, and manage pages using the pagination key.



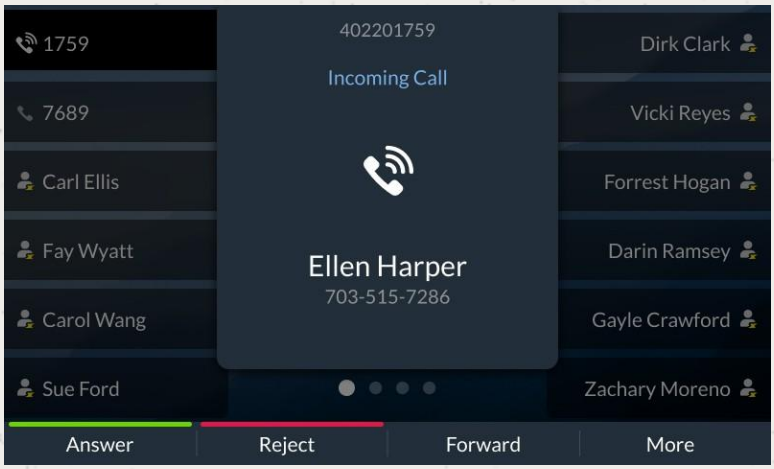
Home Screen Softkeys

You can use the softkeys on the Home screen to make calls and access phone features and information. The Home Screen softkeys may vary depending on administrator or service provider configurations.

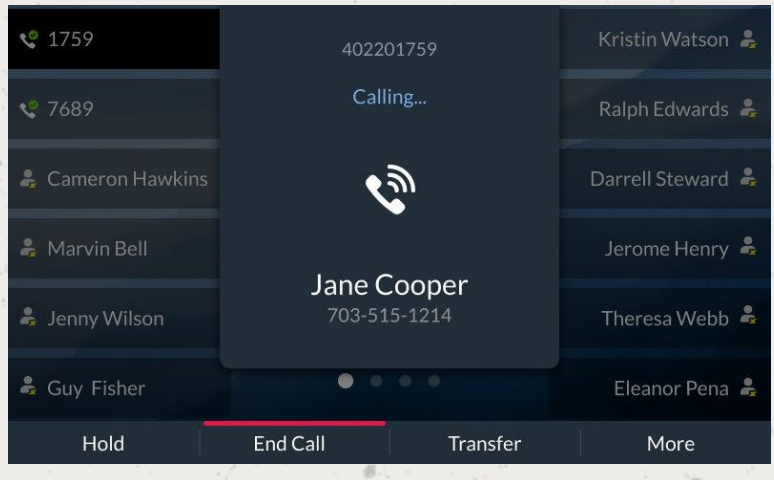
Call Screens Overview

Call screens display the status of incoming, outgoing, and active calls. You can access these screens on the Home screen.

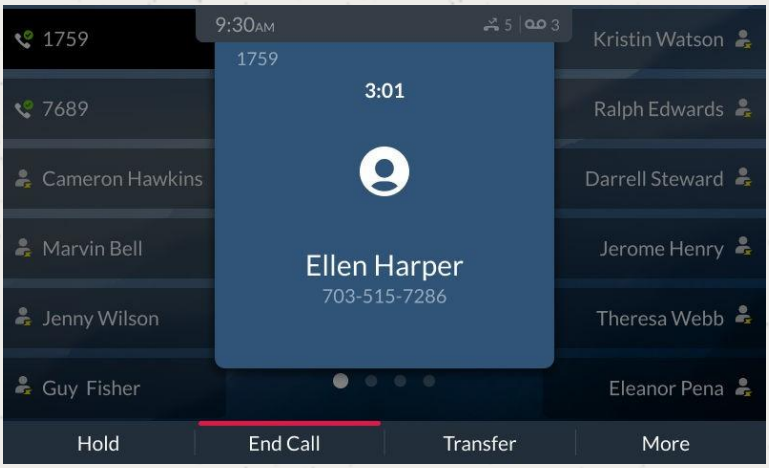
Incoming Call



Outgoing Call



Active Call



Icons Used on Poly Edge E Series Phones

Poly Edge E Series phones have various icons and status indicators that display the status of the phone whether you are in a call or if the phone is idle.

The following table displays the phone icons and status indicators that display on Poly Edge E Series phones.

Icon and Status Indicators

Icon	Description	Icon	Description
	Registered line		Do not disturb enabled
	Unregistered line		Bluetooth available
	Placing a call		Bluetooth headset connected
	Active call		Mobile phone connected
	Active call using Polycom HD Voice		Bluetooth speaker
	Held call		Wi-Fi connected
	Incoming call		Wi-Fi disconnected
	Active conference		USB connected
	Placed call		Storage media idle
	Received call		Storage media busy
	Missed call		Presence status (Available)

	Phone warning		Presence status (Online)
	Shared line in idle state		Presence status (Offline)
	Shared line in remote active state		Presence status (Not logged in)
	Unregistered shared line		Presence status (Wrap up)
	Shared line with a held call		
	Call forwarding enabled		
	New message		

Busy Lamp Field Icons

States	Line Icons
Monitored line is idle	
Monitored line is busy	
Monitored line is on hold	
Monitored line is unregistered	
Monitored line is set to Do Not Disturb	
Monitored line has an incoming call	

Call Actions

Your phone can manage a maximum of three active, incoming, and held audio calls at a time. However, you can have only one active call in progress with numerous other incoming calls or calls on hold on all phones.

Use the Handset, Headset, or Speakerphone

You can place and answer calls on your phone using the handset, headset, or speakerphone, and you can alternate among the three modes during calls, if available.

When using the speakerphone, the Speakerphone key glows green. When using the headset, the Headset key glows green when a headset is connected.

During a call, pick up the handset, press the Headset key or press the Speakerphone key .
For example, if you are using the handset, press the Headset key to switch to the headset, or press the Speakerphone key to switch to the speakerphone.

Make a Call

Do one of the following:

- Pick up the handset and press the key, key, or the New Call softkey. Then, enter the phone number and press the Send softkey.
- Enter the phone number and press the Dial softkey. Then, pick up the handset, and press for speakerphone or for headset.

Answer an Inbound Call

Answer a call using the handset, speakerphone, or a headset.

Do one of the following:

- Pick up the handset, then press the Answer softkey.
- Press the Speakerphone key .
- Press the Headset key .

Hold and Resume a Call

To hold a call, press the Hold key.

To resume a call, press the Hold key again.

End a Call

To end a call, do one of the following:

- Place the handset on the cradle.
- Press **End Call.**

Transferring Calls

You can transfer active or held calls to another person using the following transfer types:

- Blind transfer—Transfers the call directly to another line without speaking with the other party first.
- Consultative transfer—Enables you to speak with the other party before completing the transfer.

Default Transfer Type

You can choose a default transfer type to use for all calls on your Edge E550 phone.

When you choose a default transfer type, the phone uses the selected transfer type for all calls.

Consultative is the default transfer type.

To change your default transfer type:

- 1. Navigate to Settings > Basic > Preferences.
- 2. Select Default Transfer Type and choose a transfer type.

The selected transfer type is used for all calls.

Transfer a Call

1. To transfer a call, whilst in the call, you can do one of the following:

- Press **Transfer**  to use the default transfer type.
- Press and hold **Transfer**  to use the non-default transfer type.

For example, if Blind is the default, press and hold Transfer  to perform a Consultative transfer.

Press Transfer  > More and select Blind or Consultative.

Depending on the default transfer type, either the Blind or Consultative option displays. For example, if the default transfer type is Blind, then you can select Consultative.

2. Dial a number or choose a contact from the Recent Calls or a directory.

If the transfer type is set to Blind, the call is transferred immediately.

3. If the transfer type is set to Consultative, select **Transfer**  after speaking with your contact.

Cancel a Transfer

If a contact does not answer the transfer or you want to remain speaking with the contact on your line, you can cancel the transfer before it is complete.

To cancel a transfer:

- Select **Cancel**.

The call is not transferred and becomes active.

Managing Calls

Display Calls from the Lines Screen

You can see the number of calls on the line from the Home screen. A green light on the line key indicates a line with an active call, and a red light indicates a line with one or more held calls.

When you select a phone line that has a held call, the first held call on that line is automatically resumed, even if you already have an active call on a different line.

To resume the held call press and hold the **line** key .

Reject Incoming Calls

You can reject a call and send the call directly to voicemail. Rejected calls display in the Missed Calls list in your Recent Calls list. Rejecting calls is not available for shared lines.

To reject an incoming call from the Incoming Call screen, select **Reject**.

Rejecting Calls with Do Not Disturb

Do Not Disturb (DND) enables you to set your phone to automatically reject calls when you don't want to be interrupted.

Enable Do Not Disturb

You can enable DND to prevent your phone from ringing and to send all incoming calls directly to voicemail. All calls you receive while DND is enabled are logged in the Recent Calls list.

Enabling DND on shared lines disables ringing only. A visual notification of the call still displays, and you have the option to answer or ignore the call.

Note: When you set your presence status to Do Not Disturb and enable DND on your phone, a message stating that your status is set to Do Not Disturb scrolls under the time display, and the DND icon does not display in the status bar.

To enable DND select **DND**.

Call Forwarding

To forward all incoming calls:

- Select **Forward** soft-key or navigate to Settings > Features > Forward.
- If your phone has multiple lines, select a line.
- On the Forwarding Type Select screen, select a forwarding type (All, No Answer, Busy).
- Enter a contact's number if enabled, and select Enable.

If you selected the No Answer option, enter the number of rings before the call is forwarded.

To disable call forwarding:

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

Audio Conference Calls

Your phone can manage a maximum of three active or held conference calls at a time.

Initiate a Conference Call

You can initiate a conference call with up to two contacts.

Please Note:

Depending on how your phone is configured, you may need to press the More soft-key to access the Conference soft-key.

To initiate a conference call:

- Call a contact.
- When the contact answers, select the **Conference** soft key.
- The call is held.
- Enter another contact's number or select a contact from the directory or the call lists.
- When the contact answers, select the **Conference** soft key.

All call participants are added to a conference call.

Join Calls to Create a Conference Call

You can join one active call and one held call into a conference call.

To join an active and held call into a conference call, do one of the following:

- When you have an active call and a held call, select the **Join** soft key.
- When you have an active call and more than one held call, select a held call and then select the **Join** soft key.

The active call and the selected held call are joined into a conference. If you have multiple held calls, the other held calls on the line remain held.

End a Conference Call

When you end a conference call, your connection to the call and all other participants will end

During a conference call, select **End Call.**

Hold a Conference Call

When you place a conference call on hold, you place all conference participants on hold.

To place a conference call on hold select Hold 

Resume a Conference Call

Resuming a held conference call enables all participants to hear the audio of everyone on the call.

To resume a held conference call:

Select **Hold**  again or Select **Resume** soft key.

Hold Mute and Unmute Audio

During a conference call, you can mute the microphone so other parties cannot hear you. Microphone Mute applies to the handset, headset, and speakerphone. You can still hear all other parties when you mute your microphone.

During a call, including a conference call, press the **mute** key 

- The other parties cannot hear you.
- Press again to unmute the microphone.

Phone Actions

Please note, that depending on how your phone is configured, you may need to press the More soft-key to access the Directories soft-key.

View the Contact Directory

You can view and add contacts to the Local Contact Directory. To view the Contact Directory:

From the Home screen, select the **Directories** Soft Key > **Contact Directory**.

Please note that contacts added to the Contact Directory are saved to your phone only and do not synchronise with the Horizon Personal Directory.

Seach the Corporate Directory

You can search for contacts in the Corporate Directory. To do this:

- From the Home screen, select the **Directories** Soft Key > **Corporate Directory**.
- Enter the beginning or all the person's surname you wish to search for using the phone keypad.
- Press **Submit.**

To call the highlighted contact, press the **Dial** soft-key.

Listen to Voicemail

Select the Message key on your phone  or go to Messages > Message Centre then select Connect.

This will dial straight into the voicemail system.

Follow the voice prompts to access your messages.

Enabling Wi-Fi Functionality

The Poly Edge E550 includes built-in Wi-Fi capability. By default, the phone is configured to connect via a wired connection. To enable the Wi-Fi functionality this option needs to be enabled from within the menu.

Enabling Wi-Fi

To enable W-Fi, do one of the following:

- Go to Menu > Wi-Fi.
- Go to Menu > Settings > > Basic > Wi-Fi Menu
- Press the Select key to enable Wi-Fi, and then press Save.
- Press Reboot.

After the phone reboots, it can connect to a wireless network.

Connect to a Wireless Network

After you enable Wi-Fi on your phone, you can connect to a wireless network.

To do this, go back to the Wi-Fi menu as described above.

Next, do one of the following:

- Press the Scan softkey to scan for available networks and select one to enter information as required by the network's security settings (including password).
- Press the Other softkey to manually enter network settings, including SSID, security type, and password.

NOTE: For a WPA2-Enterprise network, select the correct authentication mode.

Select Connect.

Update Wireless Network Settings

You can update settings for a saved wireless network. To do this, do one of the following:

To change settings related to the current network, to re-attempt connection, or to forget/ disconnect the network, select Saved Network.

To edit advanced network settings including IP settings, SSID, security options, and radio regulatory country domain, select Advanced.

Disconnect from a Wireless Network

To change wireless connections or switch to an Ethernet connection, disconnect from the current wireless network:

- Select Wi-Fi Menu.
- Select the connected wireless network SSID from the list.
- Select Disconnect.

Remove a Saved Wireless Network

To remove any saved wireless network that is no longer required:

Select the connected wireless network SSID from the list. Select Forget.

Enabling Bluetooth Functionality

The Poly Edge E550 includes built-in Bluetooth capability, enabling you to pair Bluetooth devices to your phone:

When you pair and connect a Bluetooth headset to your phone, you can use the headset to place, answer, and manage calls.

When you pair and connect a smartphone to your phone, you can use your phone as a Bluetooth speaker to answer, end, or reject calls and to access the mobile phone directory.

Enable Bluetooth

Enable Bluetooth on your phone through the local interface by doing one of the following:

- Go to Menu > Bluetooth.
- Go to Settings > Basic > Bluetooth Settings.
- Select Bluetooth, and then select On.

Pair a Bluetooth Device

You can pair multiple Bluetooth devices to your phone, but only one device will connect at a time.

Please note that your Edge E is discoverable only when the Bluetooth menu is open.

To pair a compatible Bluetooth device:

Do one of the following:

- Go to Menu > Bluetooth.
- Go to Settings > Basic > Bluetooth Settings.

Select Manage Devices.

Select Scan.

Select your device from the list.

Select Pair.

If required for your device, do the following:

Verify that the Bluetooth pairing code matches on your phone and your device.

- Select Pair on your device.
- Select Accept on your phone.

Your phone attempts to connect to the newly paired device:

- If no other devices are connected, the new device automatically connects.
- If a device of the same type is already connected, the existing device disconnects and the new device connects.
- If a device of a different type is already connected, the desk phone prompts you to confirm that you want to disconnect the existing device and connect to the new device.

Connect a Paired Bluetooth Device

To connect your phone to an already paired Bluetooth-enabled device, do one of the following:

Do one of the following:

- Go to Menu > Bluetooth.
- Go to Settings > Basic > Bluetooth Settings.

Select Manage Devices.

Select a paired device from the list.

Select Connect.

Using a Smartphone with Your Phone

You can use your Edge E phone to handle call controls for a paired smartphone.

You can pair up to two smartphones to your Bluetooth-enabled Edge E Series phone. However, you can only connect and use one smartphone at a time for call control.

Managing Calls with Your Smartphone

You can answer, reject, and end smartphone calls using your Edge E Series phone.

When you pair and connect your smartphone with your Edge E Series phone, you can perform the following tasks:

- Use the Edge E Series phone to handle calls, including muting the microphone and adjusting the call volume.
- Control the volume of not only active calls but also any audio played on the Edge E Series phone.
- Answer an incoming call.
- Reject an incoming call.
- End an active call from your phone or a connected smartphone.

Note: You cannot place smartphone calls from your Edge E Series phone.

Disconnect or Unpair a Connected Bluetooth Device

You can disconnect a Bluetooth device when you no longer need to use it.

Remove a device to unpair it so it is no longer in the Bluetooth menu:

Do one of the following:

- Go to Menu > Bluetooth.
- Go to Settings > Basic > Bluetooth Settings.

Select Manage Devices.

Select your connected device from the Managed Devices screen.

Select Disconnect or Remove.