# managedIP HOSTED

## Quick Start - Poly Edge Series

## CALL HANDLING

### TO ANSWER A CALL
- Pick up handset or
- Press **Answer** soft key or
- Press the speakerphone hard key

### TO ANSWER WHEN ON AN ACTIVE CALL
- Select the call
- Press **Answer** soft key
- First caller will be put on hold

### TO PLACE A CALL
- Dial number, pick up handset or
- Dial number, press the **Dial** soft key or
- Pick up handset, dial number, press the **Send** soft key

### TO PLACE A CALL ON HOLD AND RESUME THE CALL
- Press the **Hold** soft key
- Press the **Resume** soft key

### TO PARK A CALL
- Press **Park** soft key
- Dial **extension** to park the call
- Press **Enter** soft key

### TO RETRIEVE A PARKED CALL
- Press **Retrieve** soft key
- Dial **extension** call is parked against
- Press **Enter** soft key

## CONFERENCE

### TO PLACE A CONFERENCE CALL
- Press **Confrnc** soft key
- Dial 2nd number, press the **Send** soft key
- Press **Confrnc** (when 3rd party answers)

✓ **NOTE:** If the soft key is not shown on your display, press the **More** soft key to locate additional options.

## TRANSFER

### TO PLACE A CONSULTATIVE/WARM TRANSFER
- Press **Transfer** soft key
- Dial 2nd number, press the **Send** soft key
- Announce the caller
- Press '**Transfer**' soft key

### TO PLACE A BLIND TRANSFER
- Press **Transfer** soft key
- Select **Blind** in new window
- Dial second number, press the **Send** soft key

### TO TRANSFER DIRECTLY TO VOICEMAIL
- Press the **VM Xfer** soft key
- Dial the Extension
- Press the **Enter** soft key

## VOICE MESSAGE RETRIEVAL

### TO RETRIEVE A VOICE MESSAGE
- Press **Voicemail** soft/hard key, follow menu below

| Play Message | 1 |
|---|---|
| # Save     6 Jump to End<br>1 Rewind     7 Delete Individual Message<br>2 Pause/Resume     9 Additional Options<br>3 Skip Forward     1 Reply to Message<br>4 Jump to Beginning     2 Forward Message<br>5 Play Message Envelope | |
| **Change Busy Greeting** | 2 |
| **Change No Answer Greeting** | 3 |
| **Compose Message** | 5 |
| **Delete All Messages** | 7 |
| **Return to Previous Menu** | * |
| **Repeat Menu** | # |

TDS