

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

✔ **NOTE:** Orbit Code where call is parked

- Press **Enter** soft key

TO RETRIEVE A PARKED CALL

- Press **Retrieve** soft key

✔ **NOTE:** Orbit Code where call is parked

- Press **Enter** soft key

CONFERENCE

TO PLACE A CONFERENCE CALL

- Press **Confnc** soft key
- Dial 2nd number, press the **Send** soft key
- Press **Confnc** (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 Messages Icon** soft/hard key, follow menu below

VOICEMAIL MAIN MENU

ACTION	KEY
Play Inbox Messages	1
Send Messages	2
Work with Greetings	3
Mail Box Settings	4
Access Deleted Messages	6
Log on as a different user	7
Help	0
Exit Voicemail System	*