



## Edge B Series Phone

### User Guide



**POLY EDGE B10**



**POLY EDGE B20**



**POLY EDGE B30**

**End Of Life (EOL) Notice:**  
**ALL Poly Edge B Phones (12/25)**



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# Before You Begin

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## Topics:

- [Audience, Purpose, and Required Skills](#)
- [Related Documentation](#)
- [Related Poly and Partner Resources](#)

The *Poly Edge B Series IP Phones User Guide* contains overview information for navigating and performing tasks on Poly Edge B Series IP phones.

This guide covers the following devices:

- Poly Edge B10
- Poly Edge B20
- Poly Edge B30

## Audience, Purpose, and Required Skills

This guide is intended for beginning users, as well as intermediate and advanced users who want to learn more about the features available with Edge B Series IP.

## Related Documentation

You can view the following types of documents on each product support page at the [Poly Online Support Center](#):

- Administrator Guide - Provides detailed information about setting up your network and configuring features.
- Deployment Guide - Provides detailed information about deploying phones and setting up initial configurations.
- OBiPhoneXML API Guide - Provides detailed information about creating and using OBiXML apps on your phone.
- Regulatory Notices - Provides information for regulatory and safety guidance.

## Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Poly Online Support Center](#) is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.
- The [Poly Document 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.
- The [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

## 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)

# Getting Started with Poly Edge B Series IP Phones

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## Topics:

- [Overview of Phone Hardware and Keys](#)
- [Navigating Poly Phones](#)
- [Accessibility Features](#)

Before you use your Edge B series IP phone, take a few moments to familiarize yourself with its features and user interface.

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**Note:** As you read this guide, remember that your system administrator configures certain features or your network environment may determine them. As a result, some features may not be enabled or may operate differently on your device. Additionally, the examples and graphics in this guide may not directly reflect available options or what your device screen displays.

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## Overview of Phone Hardware and Keys

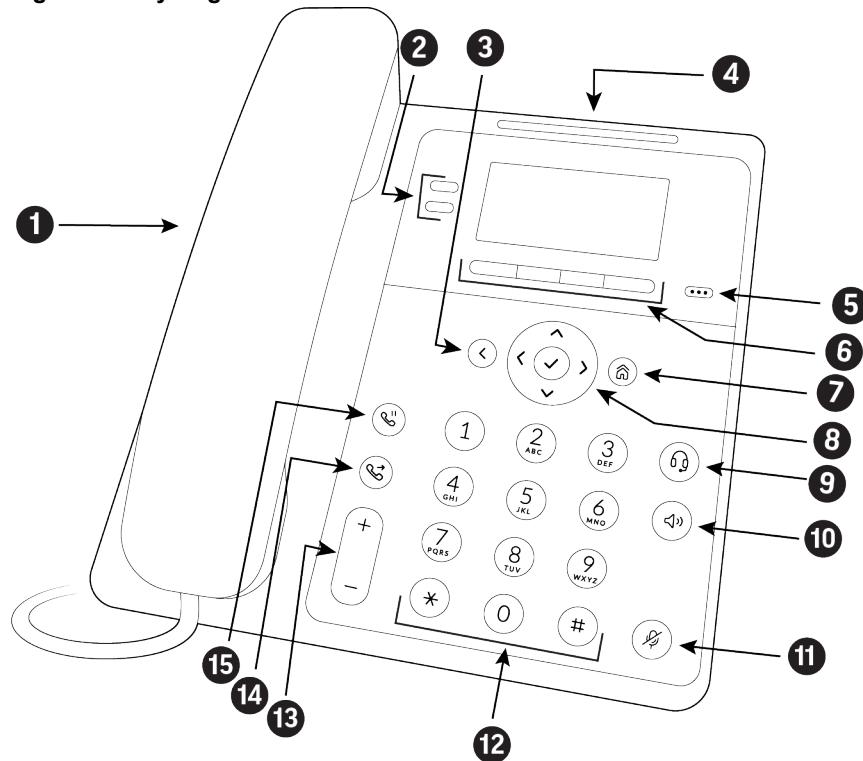
Use the following figures and tables to understand hardware features available on your Poly phone.

For more information about attaching phone hardware, including how to connect your phone to the network, see your phone's *Poly Edge B Series IP Phones Quick Start Guide* at the [Poly Online Support Center](#).

## Poly Edge B Series Hardware

The following figure displays the hardware features on Poly Edge B10, B20, and B30 IP phones. The table lists each feature numbered in the figure.

**Figure 1: Poly Edge B Series Hardware**



### Poly Edge B Series Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Hookswitch	Holds the handset and ends calls.
2	Line keys	Select a phone line, view calls on a line, or quickly call a favorite contact.
		<b>Note:</b> Edge B10 and Edge B20 phones have two line keys. Edge B30 phones have four line keys.
3	Back key	Return to the previous screen.
4	Status indicator	Alerts you to changes in the phone's status, such as missed calls, voicemails, and call status.

Reference Number	Feature	Feature Description
5	Page key	Enables you to navigate between virtual line keys.
6	Softkeys	Select context-sensitive keys that display along the bottom of the screen.
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	Navigation keys / Select key	Scroll through information or options displayed on the phone's screen or select a field of displayed data.
9	Headset key	Place and receive calls through a headset.
10	Speakerphone key	Place and receive calls using the speakerphone.
11	Mute key	Mute or unmute the microphone during an active call.
12	Dialpad	Enter numbers, letters, and special characters. Use the dialpad keys to select menu items that have index numbers.
13	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
14	Transfer key	Transfer an active call to a contact.
15	Hold key	Hold an active call or resume a held call.

## Securing Your Phone with the Security Slot

Fasten one end of a universal security cable to a desk or table and the other end to the security slot available on Poly phones to prevent someone from removing your phone.

See the hardware figure for your phone for the location of the **Security Slot** . See the universal security documentation for more information on securing your phone.

## Phone Keys

Located on the edges of the display, the phone keys provide one means of interacting with your phone.

There are three types of keys:

- Softkeys
- Line keys
- Feature keys

## Access Additional Softkeys

The phone provides up to four softkeys that display along the bottom of the screen. If a screen or function requires more than four softkeys, access the additional softkeys as needed.

The phone indicates additional softkeys by labeling the right-hand key with the current page number and total page numbers.

### Procedure

- » Press the **p.<current page>/<total pages>** key.

## Line Keys and Virtual Line Keys

Line keys are grouped into pages of virtual line keys (VLK). Cycle through the pages by pressing the left and right navigation keys.

A VLK differs from a feature key by having an associated window area on the screen, the Virtual Line Key Window (VLKW). The VLKW provides additional information about the feature key. For example, if the key is assigned the **Call Appearance** function, the VLKW displays the caller's name or number during a call.

Press the VLK to perform the assigned function, or press and hold down the VLK to see additional information about the function assigned to the VLK.

## Call Keys

You can assign the **Call Appearance** function to any VLK. The VLK becomes a call key that supports a single call.

To make or receive calls, you must have at least one inactive call key available. If a call comes in but no call key is available, the calling party receives a busy signal.

## Feature Keys

A feature key is a line key that is configured to perform a preassigned function.

Under some circumstances, the system administrator or service provider may lock a function assigned to a programmable feature key. See your phone system administrator for more information.

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**Note:** The icons displayed under each feature key item are only applicable when the feature key is mapped as a VLK.

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**List of Feature Keys and Their Functions**

Feature Key	Stage	Description
Call Appearance	Idle	Lets you make or receive a single call. You must have an available and idle call key to make or receive a new call.
	Connected	The VLKW shows the current call state.
	Connected	A call key with a shared line. In that case, when no call is on that key, the VLKW information shows the state of the Shared Call Appearance (SCA).
	Connected HD	
Line Monitor	Ringing: at least one incoming call	Monitor a Line (voice service installed on the phone). Monitored line events include:
	• Ringing	
	• Holding	
	• In Use	
	• Idle	
Line Monitor	Holding: at least one call holding	The VLKW shows the monitored service name and account user name, which is usually the same as the account number or extension).
	In Use: at least one active call	This function must be bound to the specific voice service that it monitors.
	Idle: no calls	
Speed Dial		Shows the configured speed dial number, if assigned. If the speed dial is bound to a service, it also shows the name of the service. If the speed dial has a display name configured, the VLKW shows the display name, for example John Seymour.
Do Not Disturb	Off On	If the function is bound to a specific voice service, it's applied to incoming calls on that service only. Otherwise, it's applied system-wide to all incoming calls.
Do Not Ring	Off On	If this function is enabled, incoming calls don't play an audible ring.
		This function can't be bound to a specific voice service. It's applied system-wide to all incoming calls.
Block Anonymous Callers	Off On	If the function is bound to a specific service, it's applied to incoming calls on that service only. Otherwise, it's applied system-wide to all incoming calls. If this function is enabled, the phone rejects all incoming calls that have their Caller ID (name, number, or both) hidden (blocked).

Feature Key	Stage	Description
Block Outgoing Caller ID	Off On	If the function is bound to a specific service, it's applied to outgoing calls on that service only. Otherwise, it's applied system-wide to all outgoing calls. If this function is enabled, the phone attempts to hide your caller ID on outbound calls.
Call Forward	 Off On	If the function is bound to a specific service, it's applied to incoming calls on that service only. Otherwise, it's applied system-wide to all incoming calls.
Auto Answer	Off On	Normally, this feature is enabled so that incoming intercom calls can be automatically answered on the phone by turning on the speakerphone or headset. If this feature is disabled, incoming intercom calls are treated as regular calls and the phone rings normally.  This function cannot be bound to a specific voice service. It's applied system-wide to all incoming calls.
Call Waiting	Off On	Normally this function is enabled so you can accept incoming calls while already on a call. If this feature is disabled, all incoming calls are rejected as busy if you're already on a call.  This function cannot be bound to any specific voice service.
Hold		The VLKW shows how many calls are currently in a Holding State. The LED turns green if there's at least one call in the Holding State.  This function cannot be bound to a specific voice service.
Add to Conference		Add all calls that are in the Holding State to the current conversation (or conference call). The VLKW shows how many calls are in the Holding State. The LED turns green if there is at least one call in the Holding state.  This function cannot be bound to any specific voice service.
ACD Sign On/Off	 Available  Unavailable  Signed off  Wrapping Up	Change or monitor an ACD (or Call-Center) Agent State to one of the following values: <ul style="list-style-type: none"> <li>Available (to take new calls)</li> <li>Unavailable (to take new calls)</li> <li>Signed Off</li> <li>Wrapping Up (the last call)</li> </ul> This function must be bound to a specific voice service. The ACD agent handles calls on the bound service only with respect to the underlying Call Center. The Call Center isn't aware of calls the agent makes or receives with other voice services installed on the phone.
Disposition Code		Enter a disposition code for the last customer call.  This function must be bound to a specific voice service that supports this feature.

Feature Key	Stage	Description
Transfer		<p>Invoke the call transfer function on the currently highlighted call on the screen when the <b>Current Calls function</b> is at the top of the display stack. The call must be in a transferable state, such as the Holding or Connected state.</p> <p>This function cannot be bound to a specific voice service.</p>
Blind Transfer		<p>Invoke the blind call transfer function on the currently highlighted call on the screen when the <b>Current Calls function</b> is at the top of the display stack. The call must be in a transferable state, such as the Holding or Connected state.</p> <p>This function cannot be bound to a specific voice service.</p>

## Navigating Poly Phones

Your phone provides a wide range of features. Become familiar with how to access the home screen, calls screen, and more.

### Access the Home Screen

The **Home** screen launches automatically when the phone starts up.

#### Procedure

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

### Calls Screen

The **Calls** screen displays one or more active calls on your phone. It displays automatically when you place or receive a call. Use it to manage calls currently in progress.

You can dismiss or hide the **Calls** screen at any time and continue your calls. When you end a call, it's removed from the list when you exit the **Calls** screen.

### View Call Details

The **Calls** screen arranges calls in a single list of call entries.

#### Procedure

1. Highlight a call on the **Calls** screen.
2. Press **Enter**.

Details for the call, such as the call participant and the duration of the call, displays.

## Advice of Charges (AOC)

Some softswitch platforms (such as BroadSoft) support advice of charges (AOC) during a call. When this feature is available, the phone shows the current and final charges in the call item of the **Calls** screen.

## Call States

As a call progresses from beginning to end, it goes through a number of defined stages known as call states.

The following call states are defined for calls on the phone.

### List of Call States

Icon	Call State	Description	Available Operations	LED Pattern
	Dial tone	Dial tone plays to prompt user to enter the target number to call.	End	Steady green
	Dialing	User is entering a target number to call.	End	Steady green
	Trying	Trying to call the dialed number, but the called party hasn't started ringing yet.	End	Steady green
	Peer ringing	The called party is ringing.	End	Fast blinking green
	Ringing	An incoming call is ringing the phone.	Reject, Answer	Fast blinking green
	Connected	Connected on a call and both sides are talking.	End, Hold, Transfer, Blind Transfer	Steady green
	Holding	User has placed the call on hold.	End, Resume, Add to Conf., Transfer, Blind Transfer	Medium blinking green
	Ended	Call failed due to various reasons, such as invalid number, service not available, or the called party is busy.	End	Slow blinking green
	Idle	No call.	None	Off

## Icons and Status Indicators

The status bar at the top of the screen displays icons and status indicators that provide the current status of the phone.

### Icons Shown in the Status Bar and Their Meanings

Icon	Description
	Currently active audio devices: handset, speakerphone, or headset.
	The phone isn't properly provisioned.
	Unconditional call forwarding is in effect.
	The network is down.
	Do Not Disturb is in effect.
	Do not ring is in effect.
	A reboot is required.
	Firmware update in progress.

## Entering Characters

The phone uses text dialogs to indicate fields where you can enter text. An example is **Enter Admin Password**.

A text icon at the lower right bottom indicates the current input mode. The phone supports four input modes:

- **abc**: Alphanumeric input with no assumption about capitalization.
- **Abc**: Alphanumeric input with the assumption that the first character of every word is capitalized.
- **123**: Numeric input only (0-9, \*, and #).
- **IPv4**: An IP address. Example: 192.168.15.123.

## Change the Input Mode

Choose which input mode to use when entering information.

### Procedure

- » Press the **Mode** softkey to cycle through the input modes.

## Find the Phone's IP Address

Find the phone's IP address through the local interface.

Each phone must have a valid IP address to connect to the network and to communicate with other devices or cloud-based services.

### Procedure

1. Select **Home** .
2. Do one of the following:
  - Go to **Product Info**.
  - Go to **Settings**.

## Accessibility Features

Poly products include a number of features to accommodate users with disabilities.

### Users Who Are Deaf or Hard of Hearing

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

The following table lists the accessibility features for users who are deaf or hard of hearing.

#### Accessibility Features for Users Who Are Deaf or Hard of Hearing

Accessibility Feature	Description
Visual message indicators	An indicator light flashes or onscreen icons display to indicate that you have new messages.
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.
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.
Electronic hookswitch	If you use a headset that supports electronic hookswitch (EHS), you can use the controls on your headset to answer and end calls. Additionally, you may be able to mute calls and control volume from your headset.

## Users with Limited Mobility

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

The following table lists the accessibility features for users with limited mobility.

### Accessibility Features for Users with Limited Mobility

Accessibility Feature	Description
Auto-answering	You can enable the phone to auto-answer calls.
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.
Adjustable phone stand	You can adjust the phone stand to various angles so your phone sits at a comfortable angle on your desktop.

## Users Who Are Blind, Have Low Vision, or Have Limited Vision

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

The following table lists the accessibility features for users who are blind, have low vision, or have limited vision.

### Accessibility Features for Users Who Are Blind, Have Low Vision, or Have Limited Vision

Accessibility Feature	Description
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.
Physical line keys	Poly Edge B Series IP phones have physical line keys that you can press to answer and end call.
Illuminated feature keys	Many feature keys illuminate when activated to alert you when a feature is enabled.

# Logging In to Your Phone

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## Topics:

- [Log In to the System Web Interface](#)
- [Log In to a Phone as a Guest](#)

Log in to your phone through the local interface, the system web interface, or OBiTALK.com.

## Log In to the System Web Interface

The system web interface offers configuration options and status information.

### Procedure

1. Enter the phone's IP address into your web browser using the format `http://000.000.0.0/` user.
2. Enter the login credentials.

The default username and password are both user.

## Log In to a Phone as a Guest

If enabled, log in to another phone as a guest until you log out manually or via a server-triggered log out.

The guest login feature is also known as a *hoteling* or *hot desk* feature on some call servers.

### Procedure

1. Press the **Hoteling** feature key.
2. Enter your user credentials.

# Audio Calls

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## Topics:

- [Placing Calls](#)
- [Answering Calls](#)
- [Holding and Resuming Calls](#)
- [End a Call](#)
- [Ignoring or Rejecting Incoming Calls](#)
- [Transferring Calls](#)
- [Call Park and Call Pickup](#)
- [Call Forwarding](#)
- [Conference Calls](#)

Poly Edge B Series IP phones enable you to place and answer SIP calls, ignore incoming calls from all or individual contacts, and manage calls.

## Placing Calls

Place calls on Edge B Series IP phones in numerous ways, including local and international calls, calls from the **Recent Calls** list or directories, or calls to contacts or favorites.

### Place a Call

Make basic calls by using the handset, speakerphone, or headset.

#### Procedure

- » 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.

### On-Hook Dialing

You can enter a number before you lift the handset from the cradle using on-hook dialing (also called predialing).

The predialed number might include one or more star code options. For example, if you enter \*6714085551234, the phone interprets each recognized star code as it parses the given number and applies them to the call. In this case, the phone blocks the outgoing caller ID and dials +1 (408) 555-1234.

#### Procedure

1. Enter the number using the dialpad.
2. Press the **Dial** softkey.

This connects the call using the default voice service.

## Place a Call Using a Speed Dial Key

Place calls to a specific number using the speed dial feature key.

Assign numbers and contacts to the speed dial keys.

### Procedure

- » Press the assigned speed dial feature key.

## Place a Call from the Phone Book

Call contacts directly from the phone book.

### Procedure

1. Go to **Contacts > Phone Book**.
2. Select a contact.
3. Press the **Call** softkey.

## Place an Anonymous Call

Place outgoing calls without showing your own ID to the person you're calling by enabling the anonymous call feature before placing a call.

### Procedure

1. Select **Home** .
2. Go to **Preferences > Anonymous Call**.
3. Press the **Enable** softkey.
4. Place a call.

## Edit a Contact Number Before Dialing

Edit a contact's number before dialing. This enables you to input star codes or other digit maps before placing the call.

### Procedure

1. Go to **Contacts > Phone Book**.
2. Select a contact.
3. Press the **Edit Dial** softkey.
4. Edit the prepopulated number using the dialpad.
5. Press the **Dial** softkey.

# Answering Calls

When you receive an incoming call, you can choose to answer the call in various ways, including answering calls automatically and answering a call while you're already in a call.

## Answer an Incoming Call

When you receive an incoming call, the phone rings and the **Call** screen displays. Answer the incoming call using a variety of methods.

**Tip:** On the **Call** screen, you can choose to answer or reject the incoming call.

### Procedure

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

## Answer a Call When in a Call

When you're in an active call and an incoming call arrives on the same or a different line, a call waiting tone beeps and the **Incoming Call** screen displays.

If you don't answer the call within 10 seconds, the **Incoming Call** screen disappears and the **Calls** screen displays.

### Procedure

- » Do one of the following:
  - Press the **Answer** softkey.
  - Press the call key to which the incoming call is assigned.

The active call goes on hold, and the incoming call becomes active.

# Holding and Resuming Calls

When you're in a call, place an active audio call on hold and resume the call.

The line keys flash green when you place a call on hold or when the other contact places you on hold.

## Hold a Call

While a call is connected, place the call on hold.

### Procedure

- » 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.

## Resume a Call

View and resume a held call.

### Procedure

- » 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.

## End a Call

End active calls at any time. To end a held call, resume the call and then end it.

### Procedure

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

## Ignoring or Rejecting Incoming Calls

When you receive an incoming call, choose to ignore or reject the call instead of answering. Reject or ignore an incoming call, reject incoming calls from a specific contact, or enable **Do Not Disturb** to reject all calls for a brief period of time.

### Reject an Incoming Call

When you receive an incoming call, the phone rings and the **Call** screen displays. Manually ignore or reject the incoming call.

### Procedure

- » Press the **Reject** softkey.

### 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

Enable Do Not Disturb (DND) when you don't want calls to interrupt you.

### Procedure

1. Select **Home** .
2. Go to **Preferences** > **Do Not Disturb**.

3. Press the **Enable** softkey.
4. Select **Home**  to exit **Preferences** and confirm your selection.

## Reject Calls with Do Not Disturb

Do Not Disturb (DND) is available on most screens as a softkey. Use it to manually reject all incoming calls.

### Procedure

- » Press the **Do Not Disturb** softkey.

## Disable Do Not Disturb

If you disable Do Not Disturb, incoming calls ring normally.

### Procedure

1. Select **Home** .
2. Go to **Preferences > Do Not Disturb**.
3. Press the **Disable** softkey.
4. Select **Home**  to exit **Preferences** and confirm your selection.

## Reject Anonymous Calls

Automatically reject calls coming from anonymous numbers.

### Procedure

1. Select **Home** .
2. Go to **Preferences > Block Anonymous Call**.
3. Press the **Enable** softkey.

## Transferring Calls

Transfer a call to another contact and choose the transfer type you want to use for the call.

## Transfer a Call

Transfer a call to another contact and choose the transfer type you want to use for the call.

### Procedure

1. Select a highlighted entry on the **Calls** screen.
2. Do one of the following:
  - Press the **Trnsfr** softkey.
  - Press the **Blind Transfer** softkey.

## Cancel a Transfer

If a contact doesn't answer the transfer or if you want to remain speaking with the contact on your line, cancel the transfer before it completes.

### Procedure

- » Do one of the following:
  - Select **Home** .
  - Press **Back** .

The call doesn't transfer and becomes active.

## Call Park and Call Pickup

Call park and call pickup are complementary operations similar to call hold and call resume, except the phone can carry out pickup operations at extensions other than the one that parks the call. While on a call, park the call and have someone else (or yourself) later pick up the call from the parked slot.

Each call park slot can hold one call and is uniquely identified with a numeric ID, such as 001, 1234, or 88912.

There are several options for handling the call park slot unique identifier:

- Self-parking: You find the available call park slots and choose one of them.
- Valet parking: The system chooses an available slot to park the call. You can request a certain range of numbers for the parked call slot.
- Associate the phone extension with a call park slot: Use the phone extension of the phone parking the call as the unique call park slot ID.

## Call Forwarding

The phones support three styles of call forwarding:

- Call Forward Unconditional: Forward all incoming calls.
- Call Forward On Busy: Forward incoming calls when the phone is busy.
- Call Forward On No Answer: Forward incoming calls when you don't answer.

You can configure each call forwarding option with a different destination number. Enable or disable call forwarding from the **Preferences** menu.

### Forward All Incoming Calls

Set up your phone to forward all calls.

### Procedure

1. Select **Home** .
2. Go to **Preferences** > **Call Fwd Unconditional**.
3. Press the **Edit** softkey.

4. 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.
5. Select **Home**  to exit **Preferences** and confirm your selection.

## Forward Calls When the Phone Is Busy

Set up the phone to forward calls when the phone is busy or in use.

### Procedure

1. Select **Home** .
2. Go to **Preferences > Call Fwd Busy**.
3. Press the **Edit** softkey.
4. 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.
5. Select **Home**  to exit **Preferences** and confirm your selection.

## Forward Calls on No Answer

Set up the phone to forward calls when you don't answer.

### Procedure

1. Select **Home** .
2. Go to **Preferences > Call Fwd Busy**.
3. Press the **Edit** softkey.
4. 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.
  - d. Press **Enter**  to set the number of times the phone rings before forwarding the call.
5. Select **Home**  to exit **Preferences** and confirm your selection.

## Manually Forward an Incoming Call

Forward an incoming call directly to a contact without answering the call.

### Procedure

1. Press the **Call Forward** softkey.  
The **Call Fwd Unconditional** screen displays.
2. Press the **Enable** softkey.

## Conference Calls

When you initiate a conference call, you can manage conference participants, join calls into a conference, or split your conference into individual calls.

### Start a Conference Call

The phone supports five-way conferencing using local bridging. All connected parties are available after you start the conference call.

### Procedure

1. Call a contact.
2. When the contact answers, press the **Hold** softkey.
3. Call additional contacts.
4. When the contacts answer, highlight the held call on the **Calls** screen and select **Add to Conf.**

### Add a Contact to a Conference Bridge

During an existing conference call, you can add participants to the call to create a bridge conference call.

When using an external conference bridge, the conference bridge limits the conference size. Each person connects to the bridge individually, so you only see one connected call on your screen to the conference bridge.

### Procedure

1. While in a conference call, call a contact or answer an incoming call.  
The phone places your call to the conference bridge on hold.
2. When the called party answers the call, highlight the held conference bridge call and select **Add to Conf.**

# Shared Lines

## Topics:

- [Shared Line Appearance](#)
- [Busy Lamp Field \(BLF\)](#)

All Poly Edge B Series IP phones support multiple shared lines. Your administrator can customize your phone to enable multiple shared lines.

## Shared Line Appearance

A shared line is a service account or extension installed on a group of phones. Each call on a shared line has a shared call appearance (SCA).

All phones on the shared line are notified when a phone uses that extension, and there can be multiple simultaneous calls on a shared line. If your phone has a shared line configured as one of the services, it must have as many call keys defined on the phone as are bound to that service.

### List of All SCA States

Icon	SCA State	Description	Available Operations	LED Pattern
	Seized	A phone with the shared line has seized the SCA to make an outgoing call.	None.	Fast blinking green
	Trying	A phone with the shared line is trying to place an outgoing call.	None.	Medium blinking green
	Ringing	A phone with the shared line is placing an outgoing call and the called party is ringing.	None.	Fast blinking green
	Connected	A phone with the shared line is on a call with that SCA.	Barge in to monitor the conversation or to participate in the conversation.	Steady green
	Held	A phone with the shared line is on a call with that SCA and placed the call on hold.	Resume and take over the call.	Slow blinking green
	Private Held	A phone with the shared line is on a call with that SCA and placed the call on private hold.	None.	Slow blinking green

Icon	SCA State	Description	Available Operations	LED Pattern
	Call Parked	A call is parked against the extension.	Pick up the parked call.	Fast blinking green
	Idle	None of the phones with the shared line is using the SCA.	Seize the SCA to make an outgoing call.	Off
	Error	Protocol error.	None.	Slow blinking green

## Busy Lamp Field (BLF)

Busy Lamp Field (BLF) is a feature that lets you monitor calls. When the BLF service is available, you can assign the BLF function to a feature key. The phone treats a BLF feature key-press as a speed dial to call the monitored extension.

The following table lists typical BLF events, the operations that happen when the event occurs, and the LED pattern for that event. Two or more events can happen at the same time, but the LED pattern shows only one event at a time.

### List of All BLF States

Icon	BLF Event	Description	Available Operation	LED Pattern
	Ringing	The monitored extension is ringing.	Answer the call.	Fast blinking green
	Busy	The monitored extension is on a call or making a call.	Barge in to do one of the following: <ul style="list-style-type: none"> <li>Fully participate in the call or conference.</li> <li>Listen to the conversation without talking.</li> <li>Listen to the conversation but talk only to the monitored extension (a.k.a. coaching or whispering).</li> </ul>	Steady green
	Holding	The monitored extension is holding one or more calls.	Resume and take over the call.	Slow blinking green
	Call Parked	A call is parked against the monitored extension.	Pick up the call from the parking slot.	Periodic short blinking green
	Idle	The monitored extension is idle.	Make or transfer a call to the extension.	Steady green Off

Icon	BLF Event	Description	Available Operation	LED Pattern
	Offline	The monitored extension is offline.	None.	Off

# Call Lists and Directories

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## Topics:

- [Managing Contacts](#)
- [Customize the Phone Book Display](#)
- [Contact Groups](#)
- [Call History](#)
- [Network Directories](#)
- [Using Speed Dial](#)
- [Buddy Lists](#)

Your phone supports a local phone book and lists of outgoing and incoming call history.

The **Contacts** screen provides three tabs to manage and access entries:

- **Phone Book:** Lists all the contacts in your phone. You can call or edit a contact in the phone book.
- **Fields:** Select which information fields appear in the contact information screens.
- **Groups:** Lists the contact groups configured on the phone.

## Managing Contacts

You can store a large number of contacts in the phone book, add additional contacts, view and update a contact's information, and delete contacts.

When you highlight a contact, the following softkeys display.

- **Call**
- **Edit Dial**
- **New Entry**
- **Group Filter**
- **Import**
- **Remove All**

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**Note:** The options available may vary depending on how your administrator set up your phone.

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## Search for a Contact

Search for a contact in the phone book.

### Procedure

1. Go to **Contacts > Phone Book**.
2. In the search field, enter your search criteria.

The results display below the search field as you enter characters.

## Add a Contact

After you add a contact to your phone book, choose how much information you want to enter for it.

**Important:** Don't use braces ({} ) in onscreen names. Braces are special characters reserved for use in digit maps.

### Procedure

1. Go to **Contacts > Phone Book**.
2. Press the **New Entry** softkey.
3. Highlight the field you want to edit.
4. Press **Enter** (✓).
5. Repeat these steps until you enter all the relevant information.
6. Press the **Save** softkey.

## View Contact Information

For any contacts saved to the phone book, view their name, phone number, job title, label, or email address.

### Procedure

1. Go to **Contacts > Phone Book**.
2. Select a contact and press **Enter** (✓).

## Edit a Contact

After you add a contact to your phone book, update the contact's information.

### Procedure

1. Go to **Contacts > Phone Book**.
2. Select a contact and press **Enter** (✓).
3. Highlight the field you want to edit, then press **Enter**.
4. Enter information into the field, then press the **Enter** softkey.
5. Repeat these steps until you enter all the relevant information.
6. Press the **Save** softkey.

## Delete a Contact

Delete any contact from the phone book.

### Procedure

1. Go to **Contacts > Phone Book**.
2. Select a contact and press **Enter** (✓).
3. Press the **More** softkey, then select **Remove**.
4. Press the **OK** softkey to delete the contact.

## Delete All Contacts

Delete all contacts from the phone book.

### Procedure

1. Go to **Contacts > Phone Book**.
2. Move the cursor out of the search bar and onto any contact.
3. Press the **More** softkey and select **Remove All**.
4. Press the **OK** softkey to delete all contacts.

## Add Picture to a Contact

Associate a photo with a contact in your phone book.

### Procedure

1. Go to **Contacts > Phone Book**.
2. Create a new contact or edit an existing one.
3. Go to the **Picture** field and press **Enter**.
4. Select a picture from the list and press the **Select** softkey.
5. Press the **Save** softkey.

## Customize the Phone Book Display

Choose which fields to include in your phone book entries. The phone displays only the information you decide to show for each phone book entry.

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**Note:** Fields included in the contact entries are denoted with a green check icon.

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### Procedure

1. Go to **Contacts > Fields**.
2. Select the field you want to include in contact entries, and press **Enter**.

## Contact Groups

The **Groups** tab contains the list of defined groups. Groups help organize large contact lists into smaller, more manageable lists.

## Add a Group

Add a custom group to the **Groups** tab.

### Procedure

1. Go to **Contacts > Group**.
2. Press the **New Group** softkey.
3. Enter the group's name.

4. Press the **Save** softkey.

## Delete a Group

Delete a group from the **Groups** tab.

### Procedure

1. Go to **Contacts > Group**.
2. Select a group, then press the **Remove** softkey.

## Add a Contact to a Group

Add a contact to one or more of the groups on the **Groups** tab.

You must select the **Groups** field in the **Fields** tab.

### Procedure

1. Go to **Contacts > Phone Book**.
2. Select a contact and press **Enter** .
3. Go to the **Groups** field.
4. Press **Enter** to toggle through the list of groups.
5. Once you find the desired group, press the **More** softkey.
6. Press the **Save** softkey.

## Call History

The Call History screen contains four call history listings.

Each list is in ascending order with the most recent call listed first. Each listing shows the caller's name, number, the time of the call, the call duration, and an icon indicating the type of the call (missed, received, or outgoing).

The four types of call history lists are:

- **All Calls:** All calls displayed in one combined list.
- **Received Calls:** Incoming calls answered on this phone.
- **Outgoing Calls:** Calls made from this phone.
- **Missed Calls:** Incoming calls that weren't answered.

## View the Call History

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

### Procedure

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

## View the Call Listing Details

While you are in a call history list, view additional information about each call.

### Procedure

- » Highlight an entry and press **Enter**.

The following softkeys display:

- **Notes:** Adds a custom note to the call listing.
- **Star:** Marks the call with a star icon, making it easier to find in the list.

## Clear the Call History

Clear your entire call history list and associated call information.

### Procedure

1. Select **Home** .
2. Go to **Call History** and press **Enter** .
3. Press the **Clear List** softkey.

## Call an Entry from the Call History List

Call people that are in your call history list even if they aren't a saved contact.

### Procedure

- » Highlight an entry and press the **Call** softkey.

## Edit and Dial a Number from the Call History List

Prepopulate the dial window with a number from the call history list and edit it before dialing. For example, you can add a star code to the beginning of the number.

### Procedure

1. Optional: Highlight an entry and press the **Edit Dial** softkey to edit the number.
2. Press the **Call** softkey.

## Save a Number from the Call History List

Save entries in the call history list to your phone book.

### Procedure

- » Highlight an entry, then press the **Save** softkey.

## Remove an Entry from the Call History List

Remove individual entries from the call history list.

### Procedure

- » Highlight an entry, then press the **Remove** softkey.

## Network Directories

A network directory refers to a directory service offered by a service provider or your company.

All the contacts in a network directory are stored on the server, and the phone downloads them when the Network Directory App is running. Optionally, your administrator can group a number of subdirectories into a network directory.

## Search Network Directories

Search network directories to find individual contacts.

### Procedure

1. Press the **Search** softkey.
2. Enter your contact's name or number using the dialpad.

## Refresh Network Directories

Manually refresh your network directories after launching the Network Directories app.

### Procedure

- » Press the **Refresh All** softkey.

## Using Speed Dial

Your phone has 99 configurable speed dial numbers.

Invoke these speed dial numbers by dialing the corresponding one- or two-digit number (for example, 1 through 99). Speed dial 99 numbers aren't related to the speed dial feature keys.

Available softkey options:

- **Call:** Calls the selected speed dial number.
- **Edit Dial:** Brings up the dial window with the number prepopulated, enabling you to modify it for dialing.
- **Edit:** Edits any information for the selected speed dial.
- **Clear:** Removes all the information for this speed dial.

## Set a Speed Dial Feature Key Number

If enabled by your administrator, define one or more feature keys as speed dial numbers.

You can identify a speed dial key by the speed dial icon  displayed beside a line key.

### Procedure

1. Press and hold down the feature key until the **Speed Dial** menu displays.
2. Go to the **Name** field.
3. Press the **Edit** softkey.
4. Enter the name you want for this speed dial key, then press the **Save** softkey.
5. Repeat steps 2 and 3 with the **Destination Number** field.
6. Select **Home**  to save the speed dial number.

## Set a Speed Dial Feature Key Number from Contacts

If enabled by your administrator, you can define one or more feature keys as speed dials.

You can identify a speed dial key by the speed dial icon  displayed beside a line key.

### Procedure

1. Press and hold down the feature key until the **Speed Dial** menu displays.
2. Press the **Phone Book** softkey.
3. Select a contact and press **Enter** .
4. Select **Home**  to save the speed dial number.

## Add a Speed Dial Entry

Add up to 99 speed dials.

### Procedure

1. Go to **Settings > Speed Dials 99**.
2. Select an empty speed dial entry.
3. Press the **Edit** softkey.
4. Enter the speed dial's name and a phone number.
5. Press the **Save** softkey.

## Edit a Speed Dial Entry

After you enter a speed dial, edit the entry.

### Procedure

1. Go to **Settings > Speed Dials 99**.
2. Select the speed dial entry you want to edit.
3. Press the **Edit** softkey.
4. Edit the speed dial's name and/or phone number as needed.
5. Press the **Save** softkey.

## Delete a Speed Dial Entry

Delete any speed dial entry from the **Speed Dials 99** list.

### Procedure

1. Go to **Settings > Speed Dials 99**.
2. Select the speed dial entry you want to delete.
3. Press the **Clear** softkey.

## Buddy Lists

A *buddy list* is a contact list with presence information.

Your phone supports buddy lists and provides the option for a BroadSoft buddy list. You and your buddies must use the same service to see each other. Consult your phone administrator to check whether the buddy list feature is enabled at your location.

Each entry in the buddy list consists of the following information:

- **Display Name** (optional): The display name of the user.
- **Phone Number** (optional): The number of the user.
- **Status** (optional): A short message indicating your status. For example: On a break, back at 1PM.
- **Presence**: Displays one of the following values:

Icon	Presence
	Offline/Invisible
	Online/Available
	DND
	Away

## Set Your Buddy List Presence

Set your presence to broadcast to people on your buddy list.

When the phone is in use, the phone automatically sets your status to **On** the phone with presence as **Do Not Disturb**. It restores the last user set presence and status when the phone returns to idle.

### Procedure

1. Press the **My Presence** softkey.
2. Select an option, then press **Enter** .

## Set Your Buddy List Status

Set a custom status to display to people on your buddy list.

When the phone is in use, the phone automatically sets your status to **On** the phone with presence as **Do Not Disturb**. It restores the last user set presence and status when the phone returns to idle.

### Procedure

1. Press the **My Status** softkey.
2. Select an option, then press **Enter** .

## Buddy List Management

Basic buddy list operations include:

- Add a contact
- Remove a contact
- Add a group
- Remove a group
- Add contact to a group
- Remove contact from a group
- Tag or untag a contact as a favorite
- Accept presence subscriptions (invitations) from other users

The phone doesn't support any of these operations from the phone's local interface. Perform these operations from a web browser and log in with the same account credentials to manipulate the buddy list. The phone picks up the changes to the buddy list in that account automatically.

## Buddy Groups

Divide a buddy list into groups such as Friends or Coworkers.

A contact can belong to more than one group or no group at all. By default, all contacts in a buddy list are in the **All** group. Most buddy list implementations also enable you to tag a contact as favorite (or starred). The phone treats this as the **Favorite** group. Additionally, you can define custom groups.

## Expanded Buddy Lists

An expanded buddy list can include additional contacts that don't have presence information.

For those contacts, you don't see a presence icon in the respective entry in the buddy list display. This feature lets you consolidate all your contacts into one list, with or without presence information.

# Paging and Broadcasting Messages

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## Topics:

- [Send a Group Page](#)
- [Disconnect from a Group Page](#)
- [Enable Auto-Answer Paging](#)
- [Disable Auto-Answer Paging](#)
- [Join a Page Group](#)
- [Leave a Page Group](#)

If enabled by your administrator, group paging enables you to send pages—one-way audio announcements—to contacts subscribed to a page group. To send and receive pages, you must subscribe to certain paging groups.

## Send a Group Page

When you send a group page, all contacts subscribed to that page group hear the broadcast.

### Procedure

1. Press the **Group Page** feature key.
2. Do one of the following:
  - Press and hold the **Group Page** feature key to talk to the group.
  - If your administrator enabled one touch sending, press and release the **Group Page** feature key to talk. To stop talking, press the **Group Page** feature key again.

## Disconnect from a Group Page

After you join a group page, you continue to receive and send broadcasts until you disconnect from the group page.

You must be in an active group page to disconnect from a group page.

### Procedure

- » Press the **Group Page** feature key.

When you disconnect from the page group and the feature key LED turns off.

## Enable Auto-Answer Paging

Enable your phone to answer pages automatically.

### Procedure

1. Go to **Preferences > Auto Answer Page**.
2. Do one of the following:
  - Press **Enter** .
  - Press the **Enable** softkey.
3. Select **Home**  to exit **Preferences** and confirm your selection.

## Disable Auto-Answer Paging

Disable auto-answer paging so your phone doesn't automatically answer incoming pages.

### Procedure

1. Go to **Preferences > Auto Answer Page**.
2. Do one of the following:
  - Press **Enter** .
  - Press the **Disable** softkey.
3. Select **Home**  to exit **Preferences** and confirm your selection.

## Join a Page Group

Add your phone to one or two page groups within your location.

By default the phone isn't added to a page group.

### Procedure

1. Go to **Preferences > Join Page Group *N***.
2. Do one of the following:
  - Press **Enter** .
  - Press the **Enable** softkey.
3. Select **Home**  to exit **Preferences** and confirm your selection.

## Leave a Page Group

Leave a page group you previously joined.

### Procedure

1. Go to **Preferences > Join Page Group *N***.

2. Do one of the following:
  - Press **Enter** .
  - Press the **Disable** softkey.
3. Select **Home**  to exit **Preferences** and confirm your selection.

# Poly Edge B Series IP Phone Settings

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## Topics:

- [Set the Phone Language](#)
- [Disable Call Waiting](#)
- [Time and Date Display](#)
- [Backlight Intensity and Timeout](#)
- [Change the Background Picture](#)
- [Screen Savers](#)
- [Changing Audio Settings](#)
- [Dialing Autocomplete](#)
- [Enable Automatic Home Page](#)
- [Select the Display Font](#)
- [Park Calls On Display](#)

Make basic customizations on the phone that include changing the time and date format, setting a language, and adjusting the screen brightness.

## Set the Phone Language

Set the phone language on the phone display.

The default language is US English. The following list provides the preloaded languages on the phone. If you want to use a custom language, contact your system administrator.

- English-US
- Deutsch (German)
- Français (French)
- Español (Spanish)
- English-UK
- Dansk (Danish)
- Suomalainen (Finnish)
- Nederlands (Dutch)
- Norsk (Norwegian)
- Svenska (Swedish)
- 繁體中文
- 한국어
- 日本語
- 简体中文
- Custom

**Procedure**

1. Select **Home** .
2. Go to **Preferences > Language**.
3. Press **Enter**  to cycle through the available options.
4. Select a language.
5. Press the **Reboot** softkey.

## Disable Call Waiting

The call waiting function is enabled by default. If you disable call waiting, any incoming calls you receive while you are in a call are automatically sent to voicemail.

**Procedure**

1. Select **Home** .
2. Go to **Preferences > Call Waiting**.
3. Press the **Disable** softkey.
4. Select **Home**  to exit **Preferences** and confirm your selection.

## Time and Date Display

The time and date display in the center of your screen, and you can change the format of the time and the date.

### Change the Time Format

Change the appearance of the time display. The phone supports both 12- and 24-hour formats.

**Procedure**

1. Select **Home** .
2. Go to **Preferences > Time Format**.
3. Press **Enter**  to cycle through the available options.
4. Select **Home**  to exit **Preferences** and confirm your selection.

### Change the Date Format

Change the appearance of the date display. Options include MM/DD/YYYY, DD/MM/YY, Month/Day/Year, and others.

**Procedure**

1. Select **Home** .
2. Go to **Preferences > Date Format**.
3. Press **Enter**  to cycle through the available options.
4. Select **Home**  to exit **Preferences** and confirm your selection.

# Backlight Intensity and Timeout

The backlight automatically turns on with any phone activity.

By setting **Dim Screen**, determine how long the phone is idle before the backlight dims to its idle intensity. By default, the backlight dims after the phone is idle for 30 seconds.

## Enable the Dim Screen

Enable the dim screen feature so the screen automatically dims when your phone is idle.

### Procedure

1. Select **Home** .
2. Go to **Preferences > Dim Screen**.
3. Press the **Enable** softkey.
4. Select **Home**  to exit **Preferences** and confirm your selection.

## Set the Dim Screen Delay

Set the amount of time the phone must be idle before the screen dims.

### Procedure

1. Select **Home** .
2. Go to **Preferences > Dim Screen Delay**.
3. Press the **Edit** softkey.
4. Using the dialpad, enter the number of seconds the phone is idle before the screen dims.
5. Press the **Save** softkey.

## Disable the Dim Screen

Disable the dim screen feature to keep your screen at the set brightness even when idle.

### Procedure

1. Select **Home** .
2. Go to **Preferences > Dim Screen**.
3. Press the **Disable** softkey.
4. Select **Home**  to exit **Preferences** and confirm your selection.

## Adjust the Screen Brightness

Change the brightness on your phone's screen.

### Procedure

1. Select **Home** .
2. Go to **Preferences > Screen Brightness**.
3. Press **Enter**  to cycle through the available options.

4. Select **Home**  to exit **Preferences** and confirm your selection.

## Change the Background Picture

Change the background picture that appears on the phone display.

Before you set a photo on your USB flash drive as the background picture, make sure that the photo is copied to the phone's internal storage.

The picture you select appears behind all user interface icons. By default, the picture changes with different skins, but you can change the picture to one of several preloaded pictures or to any custom pictures you add to the phone.

### Procedure

1. Select **Home** .
2. Go to **Preferences > Background Picture**.
3. Scroll down to the background picture you want, highlight the picture, and press the **Select** softkey.
4. Select **Home**  to exit **Preferences** and confirm your selection.

## Screen Savers

Screen savers can either show default pictures or personal pictures stored on your phone through a USB flash drive.

When your phone is in screen saving mode, any key press or incoming call wakes up the phone. You can also configure a passcode to unlock the phone when the phone wakes up.

### Enable the Screen Saver

Enable the screen saver to have your phone automatically display default photos on the phone or a blank screen after your phone is idle for a certain amount of time.

You can stop the screen saver at any time by pressing a key or lifting the headset.

### Procedure

1. Select **Home** .
2. Go to **Preferences > Screen Saver**.
3. Press the **Enable** softkey.
4. Select **Home**  to exit **Preferences** and confirm your selection.

## Set the Screen Saver Wait Time

Set the amount of time the phone is idle before the screen saver starts.

### Procedure

1. Select **Home** .
2. Go to **Preferences > Screen Saver Delay**.

3. Press the **Edit** softkey.
4. Using the dialpad, enter the number of seconds the phone is idle before the screen saver activates.
5. Press the **Save** softkey.
6. Select **Home**  to exit **Preferences** and confirm your selection.

## Enable Screen Saver Slide Show

Set your screen saver to display a slide show.

You can choose to use all pictures stored on the phone or pictures in the cloud.

### Procedure

1. Select **Home** .
2. Go to **Preferences > Screen Saver Type**.
3. Press **Enter**  to cycle through the available options.
4. Select **Slide Show**.
5. Select **Home**  to exit **Preferences** and confirm your selection.

## Make the Screen Saver a Blank Screen

Set your screen saver to display a blank screen.

### Procedure

1. Select **Home** .
2. Go to **Preferences > Screen Saver Type**.
3. Press **Enter**  to cycle through the available options.
4. Select **Blank Screen**.
5. Select **Home**  to exit **Preferences** and confirm your selection.

## Create a Screen Saver Passcode

You can require a passcode to reactivate your phone from the screen saver.

### Procedure

1. Select **Home** .
2. Go to **Preferences > Require Passcode on Wake Up**.
3. Press the **Enable** softkey.
4. Select **Wake Up Passcode**.
5. Press the **Edit** softkey.
6. Using the dialpad, enter the desired passcode.  
The default password is admin.
7. Press the **Save** softkey.

## Display the Time and Date on the Screen Saver

Set up the phone to overlay graphics containing the running time and date when the screen saver activates.

### Procedure

1. Select **Home** .
2. Go to **Preferences > Screen Saver Show Custom Contents**.
3. Press the **Enable** softkey.
4. Select **Home**  to exit **Preferences** and confirm your selection.

## Disable the Screen Saver

Disable the screen saver or prevent it from starting, even if your phone has been idle for the specified period of time.

### Procedure

1. Select **Home** .
2. Go to **Preferences > Screen Saver**.
3. Press the **Disable** softkey.
4. Select **Home**  to exit **Preferences** and confirm your selection.

## Changing Audio Settings

You control certain audio settings on your phone, including the ringtone for incoming calls and the volume of the ringtone or call audio.

### Set a Ringtone for Incoming Calls

Change the default ringtone that plays for all incoming calls.

### Procedure

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 you want to assign and press the **Select** softkey.

### Assign a Ringtone to Individual Contacts

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

### Procedure

1. Select **Home** .
2. Go to **Contacts > Phone Book**.

3. Select a contact and go to the **Ringtone** field.
4. Press the **Edit** softkey.
5. Use the up and down directional keys to browse the available ringtones loaded in the phone.
6. Optional: Press the **Play** softkey to sample a highlighted ringtone.
7. Highlight the ringtone you want to assign and press the **Select** softkey.

## Change the Volume

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

### Procedure

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

## Silence the Phone Ringer

The Do Not Ring (DNR) function silences the ringer for incoming calls. Enable to prevent an incoming call from producing an audible ring from the phone.

The incoming window still opens, and the LED blinks.

### Procedure

1. Select **Home** .
2. Go to **Preferences > Do Not Ring**.
3. Press the **Enable** softkey.
4. Select **Home**  to exit **Preferences** and confirm your selection.

## Enable AEC

Enable acoustic echo cancellation (AEC) to reduce or eliminate the sound of your own voice coming back through your headset from the far side of the call.

### Procedure

1. Select **Home** .
2. Go to **Preferences > AEC RJ9 Headset**.
3. Press the **Enable** softkey.
4. Select **Home**  to exit **Preferences** and confirm your selection.

## Disable AEC

Disable AEC to prevent your headset from reducing or eliminating the sound of your own voice coming back through your headset from the far side of the call.

**Note:** If you disable AEC for RJ9 headsets, enabling Poly Acoustic Fence automatically enables AEC.

### Procedure

1. Select **Home** .
2. Press the **Disable** softkey.
3. Select **Home**  to exit **Preferences** and confirm your selection.

## Enable Acoustic Fence

Enable Acoustic Fence to suppress background noise while you are on a call, which enhances audio quality for call participants.

**Note:** If you disable AEC for RJ9 headsets, enabling Poly Acoustic Fence automatically enables AEC.

### Procedure

1. Select **Home** .
2. Do one of the following:
  - Go to **Preferences > Polycom Acoustic Fence for RJ9 Headset**.
  - Go to **Preferences > Polycom Acoustic Fence for handset**.
3. Press the **Enable** softkey.
4. Select **Home**  to exit **Preferences** and confirm your selection.

## Disable Acoustic Fence

Disable to stop your headset from automatically filtering out noise from your environment.

### Procedure

1. Select **Home** .
2. Do one of the following:
  - Go to **Preferences > Polycom Acoustic Fence for RJ9 Headset**.
  - Go to **Preferences > Polycom Acoustic Fence for handset**.
3. Press the **Disable** softkey.
4. Select **Home**  to exit **Preferences** and confirm your selection.

## Dialing Autocomplete

Dialing autocomplete shows a list of recently dialed numbers that partially match the entered digits.

## Enable Dialing Autocomplete

Enable dialing autocomplete to show a list of recently dialed numbers that partially match the entered digits.

### Procedure

1. Select **Home** .
2. Go to **Preferences > Enhanced Dialer**.
3. Press the **Enable** softkey.
4. Select **Home**  to exit **Preferences** and confirm your selection.

## Disable Dialing Autocomplete

When you disable dialing autocomplete, the phone doesn't show a list of numbers that partially match the entered digits.

### Procedure

1. Select **Home** .
2. Go to **Preferences > Enhanced Dialer**.
3. Press the **Disable** softkey.
4. Select **Home**  to exit **Preferences** and confirm your selection.

## Enable Automatic Home Page

The phone automatically returns to the **Home** page after a duration of inactivity. When you enable this feature, configure how long the phone stays idle before it returns to the **Home** page. The default is 1 minute.

### Procedure

1. Select **Home** .
2. Go to **Preferences > Auto Home Page**.
3. Press **Enter**  to cycle through the available options.
4. Select **Home**  to exit **Preferences** and confirm your selection.

## Select the Display Font

Set the onscreen display font. The default font is opensans.

The font updates with different skins, but you can change the font as needed.

### Procedure

1. Select **Home** .
2. Go to **Preferences > Font**.
3. Press the **Edit** softkey.
4. Use the directional keys to select a font.
5. Highlight a font and press the **Select** softkey.

You can preview some available fonts, but not all. When you select a font, the list of available fonts changes to the selected font.

6. Press the **Reboot** softkey.

## Pack Calls On Display

When you enable **Pack Calls On Display**, the call information windows for multiple calls display in their entirety, making full use of the screen. **Pack Calls on Display** is enabled by default.

### Enable Pack Calls On Display

Enable **Pack Calls On Display** to display multiple call windows, making full use of the screen.

#### Procedure

1. Select **Home** .
2. Go to **Preferences > Pack Calls on Display**.
3. Press the **Enable** softkey.
4. Select **Home**  to exit **Preferences** and confirm your selection.

### Disable Pack Calls On Display

Disable this feature to display only the current call on the screen.

#### Procedure

1. Select **Home** .
2. Go to **Preferences > Pack Calls on Display**.
3. Press the **Disable** softkey.
4. Select **Home**  to exit **Preferences** and confirm your selection.

# Phone Accessories

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## Topics:

- [Using a Headset with Your Phone](#)
- [Change Your Preferred Audio Device](#)

Poly Edge B Series IP phones support accessories to extend your phone's capabilities.

Your phone may not support all of the accessories described in this section. Check with your system administrator to find out which of these accessories are available for your phone.

## Using a Headset with Your Phone

Connect a headset to your Poly phone and use the headset to place and answer calls, handle all calls using a headset, and use electronic hookswitch (EHS).

After you connect a headset to your phone, you can set up your phone to use the headset automatically when answering and placing calls.

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**Note:** For information on your headset's features and how to sync your headset with your phone, see your headset's documentation.

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## Change Your Preferred Headset

Change which headset to use when you press the headset button.

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**Note:** The phone automatically detects the presence of a headset.

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### Procedure

1. Select **Home** .
2. Go to **Preferences > Preferred Headset Device**.
3. Press **Enter** to toggle the preferred audio device.
4. Select **Home**  to exit **Preferences** and confirm your selection.

## 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.

### Enable Electronic Hookswitch

Enable electronic hookswitch (EHS) support for supported DHSG wireless headsets.

### Procedure

1. Select **Home** .

2. Go to **Preferences > Electronic Hook Switch**.
3. Press the **Enable** softkey.
4. Select **Home**  to exit **Preferences** and confirm your selection.

## Disable Electronic Hookswitch

Disable electronic hook switch (EHS) support for supported DHSG wireless headsets.

### Procedure

1. Select **Home** .
2. Go to **Preferences > Electronic Hook Switch**.
3. Press the **Disable** softkey.
4. Select **Home**  to exit **Preferences** and confirm your selection.

## Change Your Preferred Audio Device

Specify the device (speakerphone or an attached headset) to use when you make or receive a call without lifting the handset or pressing the speaker/headset button. The default setting is speakerphone.

### Procedure

1. Select **Home** .
2. Go to **Preferences > Preferred Audio Device**.
3. Press **Enter** to toggle the preferred audio device.
4. Select **Home**  to exit **Preferences** and confirm your selection.

# Maintaining Poly Edge B Series IP Phones

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## Topics:

- [Clear Downloaded Temporary Data](#)
- [Reboot the Phone](#)
- [Product Information](#)
- [Factory Reset the Phone](#)
- [Updating the Phone Firmware](#)

When the phone isn't operating properly, you can investigate or troubleshoot issues along with other tasks your administrator may ask you to perform.

## Clear Downloaded Temporary Data

Clearing the data cache removes all temporary downloaded data on your phone.

### Procedure

1. Go to **Settings > Clear Data Cache**.
2. With **Clear Data Cache** highlighted, press **Enter**.
3. Press the **OK** softkey to run the process.

## Reboot the Phone

Reboot your phone to attempt to clear issues.

### Procedure

1. Go to **Settings**.
2. Press the **Reboot** softkey.
3. Select **OK**.

## Product Information

The **Product Information** screen displays relevant data about your phone, including information like model number, phone number, and software version.

### Entries Under Product Information

Product Information	Example Values
IP Address	192.168.15.196

Product Information	Example Values
Model	Poly Edge B10
OBi number	723 475 355
MAC Address	9CADEFB00012
Serial Number	88M08NAZZZj
Part Number	3111-49800-001
Software Version	1.0.0 (Build 1058)
Hardware Version	1.0
Customization Status	Generic
Up Time	2 Days 0:19:30

## Factory Reset the Phone

If enabled by your administrator, reset all phone settings to factory default values.

### Procedure

1. Select **Home** .
2. Go to **Settings**.
3. Press the **Factory Reset** softkey.

## Updating the Phone Firmware

Occasionally the phone's firmware requires an update to receive new features, enhancements, and bug fixes.

### Update Firmware in the Local Interface

Update your phone's firmware through the phone's local interface.

### Procedure

1. Go to **Settings**.
2. Press the **FW Update** softkey.  
If new firmware is available, the **Update Now** softkey displays.
3. Press the **Update Now** softkey to start the update.

**Important:** Don't power off the phone until the update completes and the phone reboots.

## Update Firmware Using the System Web Interface

Update your phone's firmware using the system web interface.

Ask your administrator to enable the background update feature so that you can update the phone with a local file.

### Procedure

1. Download the firmware file from OBiTALK.com and store it on your computer.
2. Open the system web interface in a web browser on the same computer.
3. Select the **Firmware Update** link.
4. Do one of the following:
  - On the firmware update page, enter the path to the firmware file.
  - Select **Browse** to locate the firmware file on the computer.

