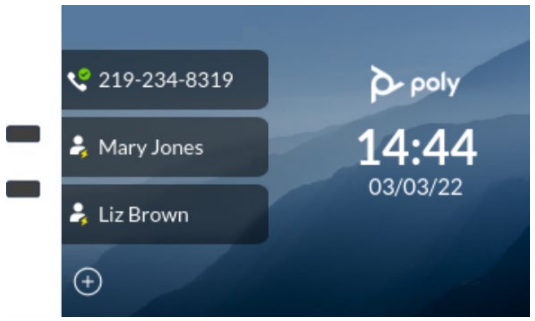
Poly Edge E Series

MOMENTUM

Home Screen

Displays menu options for settings and device information for Poly Edge E Series Phones.

End Of Life (EOL) Notice:
Poly Edge E 500 (12/25)



Place a Call

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

» Do one of the following:

- Pick up the handset, enter the phone number, and press **Send**.
- Press or , enter the phone number, and press **Send**.
- Enter the phone number, press **Dial**, and pick up the handset.
- Enter the phone number and press or .
- Press the line key, enter the phone number, and select **Send**.
- Select **New Call**, enter the phone number, and press **Send**.

Answer a Call

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

To answer a call:

» Do one of the following:

- To answer with the speakerphone, press or press the **Answer** softkey.
- To answer with the handset, pick up the handset.
- To answer with a headset, press .

Hold and Resume a Call

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

To hold a call:

» Highlight the call and press the **Hold** softkey or press .

To resume a call:

» Highlight the call and press the **Resume** softkey or press .

End a Call

You can only end active calls. To end a held call, you must resume the call first.

To end an active all:

» Replace the handset in the cradle, press or , or press the **End Call** softkey.

To end a held call:

1 Highlight the held call and press **Resume**.

2 Press **End Call**.

Transfer a Call

You can transfer calls to any contact.

To transfer a call:

1 Press and hold the Transfer softkey or press .

3 Choose **Blind** or **Consultative**.

4 Dial a number or choose a contact.

If you chose **Blind**, the call is transferred immediately.

5 If you chose **Consultative**, press the **Transfer** softkey or press after speaking with your contact.

Examples provide typical steps for usage of the standard configuration setup. Contact customer service for assistance with customized configurations.

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Forward a Call

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

To forward an incoming call:

1. On the Incoming Call screen, select **Forward**.

To forward all incoming calls:

2. On the **Main Menu** screen, select **Forward**.
3. If you have more than one line, select a line.
4. Choose either **Always**, **No Answer**, or **Busy**.
5. Enter a contact's number and select **Enable**.

If you chose **No Answer**, you can enter the number of rings before the call is forwarded.

Manage Pages

New pages are automatically added to the **Home** screen of your phone when you exceed the physical line key limit. Use the **Pagination** key to move between the pages, set the default page, and delete pages when you no longer need them.

Move Between Pages

» Press the **Pagination** key to move between pages 1-4.

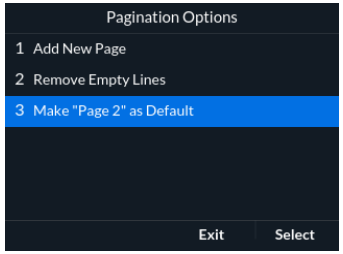
Set a Default Home Page

Use the Pagination key to set a new Default Home page.

To set a Default Home page:

1. Move to the page you want to set as the new Default Home page.

2. Long press the **Pagination** key.
3. From the **Pagination Options** window, select **Make "Page *N*" as Default** (where *N*=new page).



Your new Default Home page displays with a white dot above the page indicator.

Delete a Page

You can delete a page that has been auto-appended.

Prerequisite: Be sure that you've removed all speed dials from the page you want to delete. If a page has speed dials, it can't be deleted.

To delete a page:

1. Press 🗑

   A message displays asking if you want to delete the page.
2. Do one of the following:
   - Select **Yes** to delete the page.
   - Select **No** to return to the **Home** screen.

Manage Speed Dials

Add, delete, and replace Speed Dials to the line keys.

Add a Speed Dial

You can add speed dials to any empty line key.

To add a speed dial:

» Tap ⊕ and from the **Add Speed Dial** menu, do one of the following

- Enter a name in the **Name** field.
- Scroll to **Contact** and press **Select**. From the **Add New Contact** menu, enter contact information.
- Scroll to **Directory** and press **Select**. From the **Add Speed Dial – Directory** menu, scroll to the wanted contact, press **Select** and **Add New**.
- Scroll to **Search** and press **Select**. From the **Add Speed Dial – Search** menu, enter a name. From the **Add Speed Dial – Search Results** menu, scroll to wanted contact and press **Select**.
- Scroll to **Recent Calls** and press **Select**. From the **Add Speed Dial – Recent Calls** menu, scroll to the wanted contact and press **Select**.

Use Help & Support Menu

Use the **Help & Support** menu to access help and support information, run diagnostic checks and reports, and get information about your phone.

Access Help and Support Information

Scan a QR code to access help videos, animations, and other documentation from the Help menu of your Poly Edge E series phone.
To access help and support information:

1. Go to **Main Menu** > **Help & Support**.
2. From the **Help & Support** menu, select **Help**.
3. Scan the QR code with a mobile device.

   A URL directing you to additional help and support resources appears.
4. Click the URL to access the web page that contains how-to videos, animations, and other documentation you can access for additional help and support.

Get Help

» Access additional help using your phone by selecting **Help**.

From the **Help** window, you can scan the QR code to access videos and help documentation.

Find Phone Information

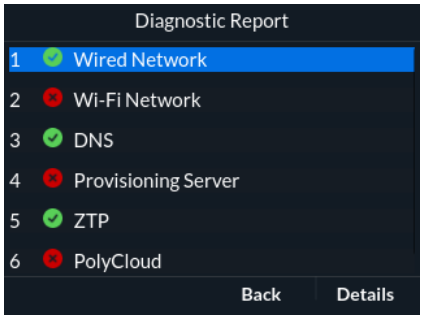
Find information about your phone by selecting **About your Phone**.

Run a Diagnostics Check

You can run diagnostics checks and reports on your phone.

To perform diagnostics checks and run reports:

1. Do one of the following:
   - Go to **Menu** > **Help & Support**.
   - Go to **Menu** > **Settings** > **Diagnostics**.
2. Select **Run Diagnostics**.
3. On the **Diagnostics Check** screen, do one of the following:
   - Select **Yes** to run the check.
   - Select **Back** to return to the **Help & Support** screen.
4. On the **Diagnostics Report** screen, do one of the following:
   - Select a report to see detailed information.
   - select **Back** to return to the **Help & Support** screen.



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