



Poly Edge E320

Phone User Guide

Poly Edge E320 Table of Contents

Home Screen Overview	4
Adjusting the Volume	5
Placing Calls	5
Ending a Call.....	5
Answering an Incoming Call	5
Do Not Disturb (DND)	6
Blind (Unattended) Transfer.....	6
3 Way Conferencing.....	6
Split a 3 Way Conference Call	6
Call Waiting	7
Accessing Voicemail	7

Poly Edge E320 – Front



1	LED Bar
2	Line Keys
3	Softkeys
4	Pagination Key
5	Back Key
6	Navigation/Select Keys
7	Home Key
8	Messages Key
9	Hold Key
10	Forward/Transfer Key
11	Volume Keys
12	Dialpad
13	Headset Key
14	Speakerphone Key
15	Mute Key

Poly Edge E320 - Back



1	Stand Connection Slots
2	USB Port
3	Power Port
4	Network Port
5	Computer Connection Network Port
6	Headset Port
7	Handset Port
8	Electronic Hookswitch (EHS)
9	Security Slot
10	Handset Cable Slot
11	Headset Cable Slot

Home Screen Overview

Your Poly Edge E Series phone has screens that provide access to functions, features, and information about the phone.

The **Home** screen displays information about calls, line keys, and phone status. You can also make calls and access phone features, settings, and information from the Home screen.

On the **Home** screen, you can do the following:

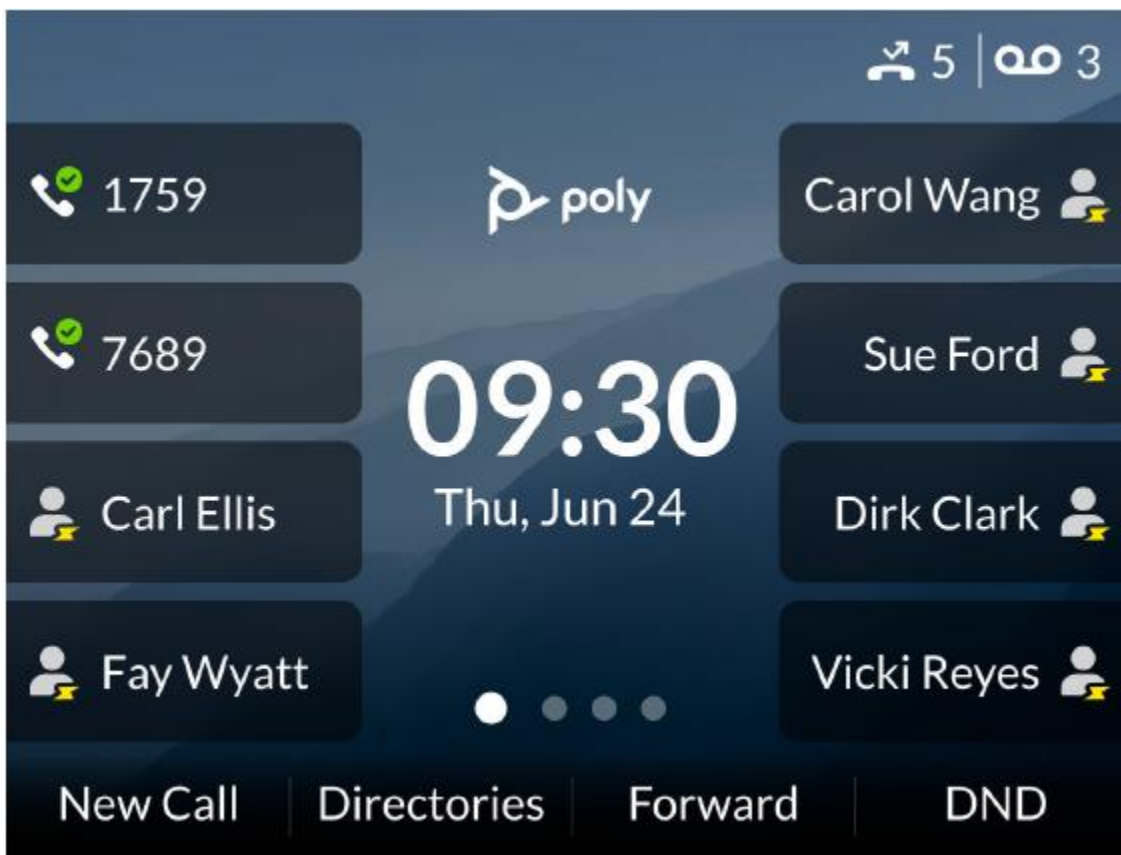
- Place, answer, manage, and view information about calls.

- 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.



To cycle through pages on the main display, press the Pagination Key



Adjusting the Volume

Adjust the ringer volume, speakerphone volume, and headset volume in the following ways:

- Ringer volume – adjust volume up or down when the phone is on hook
- Speaker volume - adjust the volume after speakerphone button has been activated
- Handset volume – adjust the volume with the handset off hook

Placing Calls

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.

1. Pick up the handset and dial the number on the dialpad.
2. Optionally, tap the headset  or speakerphone  buttons to make a call using a headset or the speakerphone.
3. Scroll down the list of recently called numbers, tap the number you wish to call, and press the Dial soft key.

Ending a Call

You can end an active call by:

1. Returning the handset to its cradle
2. Pressing the **End Call** soft key.
3. Pressing the Speakerphone key if on a speakerphone call
4. Press the Headset key, if on a call utilizing a headset.

To end a held call, resume the call and then end it.

Answering an Incoming Call

You have multiple options for answering an incoming call.

1. Lift up the handset.
2. Tap the **Answer** soft key
3. Press the **Headset** key
4. Press the **Speakerphone** key

You may also take the following actions:

- Ignore the call
- Forward the call
- Decline the call

Do Not Disturb (DND)


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

To enable Do Not Disturb, press the DND softkey. To begin receiving calls again, turn off DND.

NOTE: When DND is enabled, callers will receive a recording "We're sorry, the person you are calling is currently not accepting calls" and the call will then be disconnected.

Blind (Unattended) Transfer

A blind transfer allows you to transfer a call from your phone to someone else without checking to see if that person is available to answer

1. When on an active call that needs to be "Blind" transferred, press the **Transfer** soft key or the  key
2. At the Blind Transfer screen, enter the extension or telephone number and hit the Dial soft key or wait 5 seconds for the transfer to automatically complete. After the transfer, your phone will return to the home screen, ready for your next call.

3 Way Conferencing

1. While on a call: Tap the **Conference** soft key to place your active call on hold
2. Enter the extension or telephone number of the party you are adding to the call and tap the Dial soft key.
3. When the new party answers your call, tap the Conference soft key to combine the calls

Split a 3 Way Conference Call

You can "split" a conference call to end the conference, allowing you to talk to each line separately

1. Tap the Split soft key while on an active conference call.
2. Both lines are now on hold. Choose which line you want to talk to by tapping on the number on the screen. Press the **Resume** soft key to talk.


The other line will be on hold until the caller hangs up or you highlight that number and bring them back as a single caller. Once you have a single caller back, you have the usual soft key options for that line.

Call Waiting

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.

Answer the new call by tapping the Answer soft key, which places your first call on hold. You can then place the new caller on hold, if desired, by pressing the Hold soft key.

Accessing Voicemail

1. Press the Messages button 
2. Select Message Center, press the message type (urgent, new, or old) and then the Connect soft key
3. Once connected to the Messaging Center, follow the voice prompts.

While in the voicemail system, you will be guided through several prompts to:

- Record your name, Press # to save
- Record a personal greeting – Press 1
 - System generated name – Press 2
 - System generated name and phone number – Press 3
 - System generated no name – Press 4
- Send message – Press 2
- Go to greetings – Press 3
- Mailbox settings – Press 4
- Get deleted messages – Press 6
- Leave a voicemail – Press 7
- Helpful hints – Press 0
- Exit – Press *

For detailed instructions on using Voicemail go to <https://www.wowforbusiness.com/support/product-guides> and select Voicemail instructions.