

Key Features

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- 1 Line Keys:** Select a line or view the status of a line.
- 2 Function Keys:** Provide relevant options displayed on the screen above the keys.
- 3 Navigation Pad & Selection Key:** Change options on screen and make selections.
- 4 Back Key:** Return to the previous screen or option.
- 5 Home Key:** Access the phone menu or return to the home screen.
- 6 Hold Key:** Place a call on hold or resume a held call.
- 7 Transfer Key:** Initiate a call transfer.
- 8 Volume Key:** Adjust volume of ringer (when not on a call) or speaker (during call).
- 9 Voicemail Key:** Access your voicemail messages.
- 10 Headset Key:** Initiate use of a connected headset.
- 11 Speakerphone Key:** Initiate use of the speakerphone or end a call on speakerphone.
- 12 Mute button:** Mute or unmute your microphone during a call.
- 13 Dial Pad Keys:** Make calls or enter characters.
- 14 Surround Lighting Bar:** Provides call and phone status information with RGB colour mixing.
- 15 3.5" Colour Display Screen:** View menus, features, directories and settings.
- 16 Pagination Key:** View additional pages of line keys.

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POLY EDGE E350

Quick Reference & Features Guide

Inside you'll find easy-to-follow instructions and reference guides for all the features included with your Execulink Hosted Phone service.

CONTENTS:

- Key Diagram - 4
- Features - Three-Way Conferencing Calling - 2
- Features - Call Transfer - 2
- Features - Voicemail - 3



Features Guides



Three-way Conferencing Calling

Your Poly Phone allows up to 3 parties (including yourself) to participate in a single call. This is referred to as a Three-Way Conference Call.

To create a Three-Way Conference Call with up to two other parties:

- Engage the second party by either calling them or answering their call.
- To contact the third party for the conference call, use the Function Keys and press **More**, then press **Conference**. This will automatically place the active call on hold and you will hear a dial tone.
- Dial the number of the third party you wish to add to the call.
- Once the third party answers the call, using the Function Keys, press **More** and then press **Conference**.
- All three parties are now joined in the Conference Call.
- To end the Conference Call, hang up your phone or select **End Call**.



Call Transfer

Your Poly Phone supports two types of Call Transfers, both Blind (Cold) and Consultative (Warm) Transfers. By default your Poly phone will complete all transfers as Consultative transfers. This can be modified in the phone settings (located using the **Home** key).

To transfer an active call to another extension/external number using the default Consultative Transfer:

- During an active call, press the **Transfer** key. This will automatically place the active call on hold and you will hear a dial tone.
- Dial the number of the party you wish to transfer the call to and hit **Send**.
- When you are ready to transfer the call, press the **Transfer** key.

To transfer an active call to another extension or external number using Blind Transfer:

- During an active call, press the **Transfer** key. This will automatically place the active call on hold and you will hear a dial tone.
- Select the **Blind Transfer** function key.
- Dial the number of the party you wish to transfer the call to and hit **Send**.



Voicemail Guide

Initial Voicemail Setup:

Pressing the voicemail key or entering ***98** will start the initialization process where you will:

- Setup up your PIN.
- Record your Name.
- Choose a Greeting (Personal or System Generated).

Accessing Voicemail from the phone:

- Press the voicemail key or enter ***98** on the phone.
- If the Skip PIN feature is disabled, you will need to enter your PIN.
- If the Skip PIN feature is enabled, you won't have to enter your PIN.

Remote Access:

There are a couple of ways to access voicemail remotely:

1 Call your main number and get transferred to your extension:

- Press the * (**asterisk**) key when you hear your voicemail greeting
- Enter your PIN

2 Call our remote access number: 519-243-9898

- Enter the number assigned to the phone extension followed by # key
- Enter the PIN followed by # key

Voicemail Menu Structure:

- **Press 1** – Hear/Review Messages
- **Press 2** – Send Messages
- **Press 3** – Greetings Menu
- **Press 4** – Mailbox Settings (Skip PIN Feature is located in Security Options sub-menu).
- **Press 6** – Review Erased Messages
- **Press 7** – Switch Account
- **Press 0** – Help Menu
- **Press *** – Help