newt™

NEWT
Quick Start Guide

Poly Edge E550 Desk Phone
Quick Start Guide

Phone Navigation

1. Handset - Microban® antimicrobial protection helps your handset resist the growth of microbes such as bacteria and mold.
2. 12 Line keys
3. Back button - Return to previous screen
4. LED bar: Visual indicator of call & phone status
   a. Green – solid: active call
   b. Green – blinking: incoming call
   c. Red – solid: voicemail
   d. Red - blinking: all calls on hold
   e. Yellow – blinking: Idle mode
   f. Blue – Bluetooth discovery mode
5. Color display
6. Pagination key - Used to view additional line screens
7. Softkeys - Context-sensitive keys that change depending on your phone's status
8. Home
9. Navigation and select buttons
10. Voicemail
11. Headset
12. Speakerphone
13. Mute
14. Volume – Adjustment for handset, headset, speaker and ringer
15. Transfer
16. Hold

Call Handling

Place a Call

To place a call, do one of the following:

- Pick up the handset and press the ⌨ key, ⌨ key, or the **New Call** softkey. Then, enter the phone number and press the **Send** softkey.
- Enter the phone number and press the **Dial** softkey. Then, pick up the handset, and press ⌨ for speakerphone or ⌨ for headset.
- Navigate to **Directories** and select **Call Lists**. From the **Calls List** screen, select a contact and select **Dial**.

Redial a Number

Your phone automatically keeps a record of all calls placed. You can recall the last contact you called using Redial.

- Select Menu > Redial.

Answer a Call

To answer a call using the handset, speakerphone, or a headset, do one of the following:

- Pick up the handset, then press the Answer softkey.
- Press the Speakerphone key ⌨ .
- Press the Headset key ⌨ .

Answer a Call When in a Call

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

- Select **Answer**. The active call goes on hold, and the incoming call becomes active.

End a Call

To end a call, do one of the following:

- Press the End Call softkey.
- Replace the handset in the cradle.
- Press the Speakerphone key ⌨ .
- Press the Headset key ⌨ .

Ignore or Reject an Incoming Call

When you ignore or reject a call, the incoming call notification continues to display. From the Incoming Call screen, do one of the following:

- Select Ignore
- Select Reject.

Do Not Disturb

Use DND to prevent your phone from ringing and to send all incoming calls to voicemail.

- Press the DND softkey.

Forward a Call

- On the Incoming Call screen, press the Forward softkey.
- Enter the number to forward the call to.
- Press the Forward softkey.

Forward All Incoming Calls to a Contact

- Select Forward or go to Settings > Features > Forward.
- On the Forwarding Type Select screen, select a forwarding type.
- Enter a contact's number and select Enable.
- The forwarding number or name of the contact you chose scrolls in the status bar. If you select Always as your forwarding option, the Forwarding icon ↪ displays.

Disable Call Forwarding

- Select Forward or go to Settings > Features > Forward .
- If your phone has multiple lines, select a line.
- From the Forwarding Type Select screen, select your forwarding type, and select Disable.

Transfer a Call

- Press the Transfer softkey or the ↲↳ key.
- If preferred, change the transfer type. For example, if the default transfer type is Blind, then you can select Consultative.
- Dial a number or choose a contact from the Recent Calls list or a directory.
- If the transfer type is set to Consultative, select Transfer ↲↳ after speaking with your contact.
- If a contact doesn't answer the transfer or if you want to remain speaking with the contact on your line, select Cancel on the call transfer screen.

Manage Calls

On the Home screen, do one of the following:

- Select Hold to place an active call on hold.
- Select Resume to make a held call active.
- Select End Call to end a call with a contact. You can end active calls only, so resume the held call first before ending it.
- Select Transfer to send the call to another contact.
- Select Conference to initiate a conference call.
- Select Join to join an active call and one or more held calls into a conference call.

Place an Intercom Call

You can place an intercom call from your phone to quickly relay a message to a contact.

- Select Intercom.
- Enter a number or select a contact.
- Select Dial. The phone plays a tone and the contact's phone answers the call automatically.
- After your contact answers the call, speak your message and select End Call.

Voicemail

To access your voicemail, do one of the following:

- From your handset: Press the voicemail button
- From a Different Extension: Enter 21xxx (xxx being your extension) followed by the Dial soft key.

NEWT Quick Dial Codes

DTMF Codes – New Calls		DTMF Codes – In Call	
611	Support	*5	Park Call
911	Emergency	*6xxx	Attended Transfer
21xxx	Manage Voicemail for Ext xxx	*7xxx	Blind Transfer
*98	Access your Voicemail Box	*8	Call Pick up the first ringing physical extension
31xxx	Direct to Leave Voicemail for Ext xxx	*731xxx	Send call directly to voicemail
4xxx	Call pickup from any ringing Ext	*3	Pause call recording (for extensions set to record calls only)
5xxx	Intercom for Ext xxx	*4	Resume call recording (for extensions set to record calls only)
6xxxx	Page Ext xxxx (for 4-digit exts.)	*1	Record on demand (for extensions set to "on demand" recording only)
60xxx	Page Ext xxx (for 3-digit exts.)		
77007	Page all phones		
77008	Page all phones & overhead		
77009	Page overhead		
88001	Conference Bridge		
88008	QUEUE - Agent log in/out		