Poly Documentation

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.

Related Topics

Getting Started with Poly Edge B Series IP Phones

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

Table 1. Poly Edge B Series Hardware Feature Descriptions
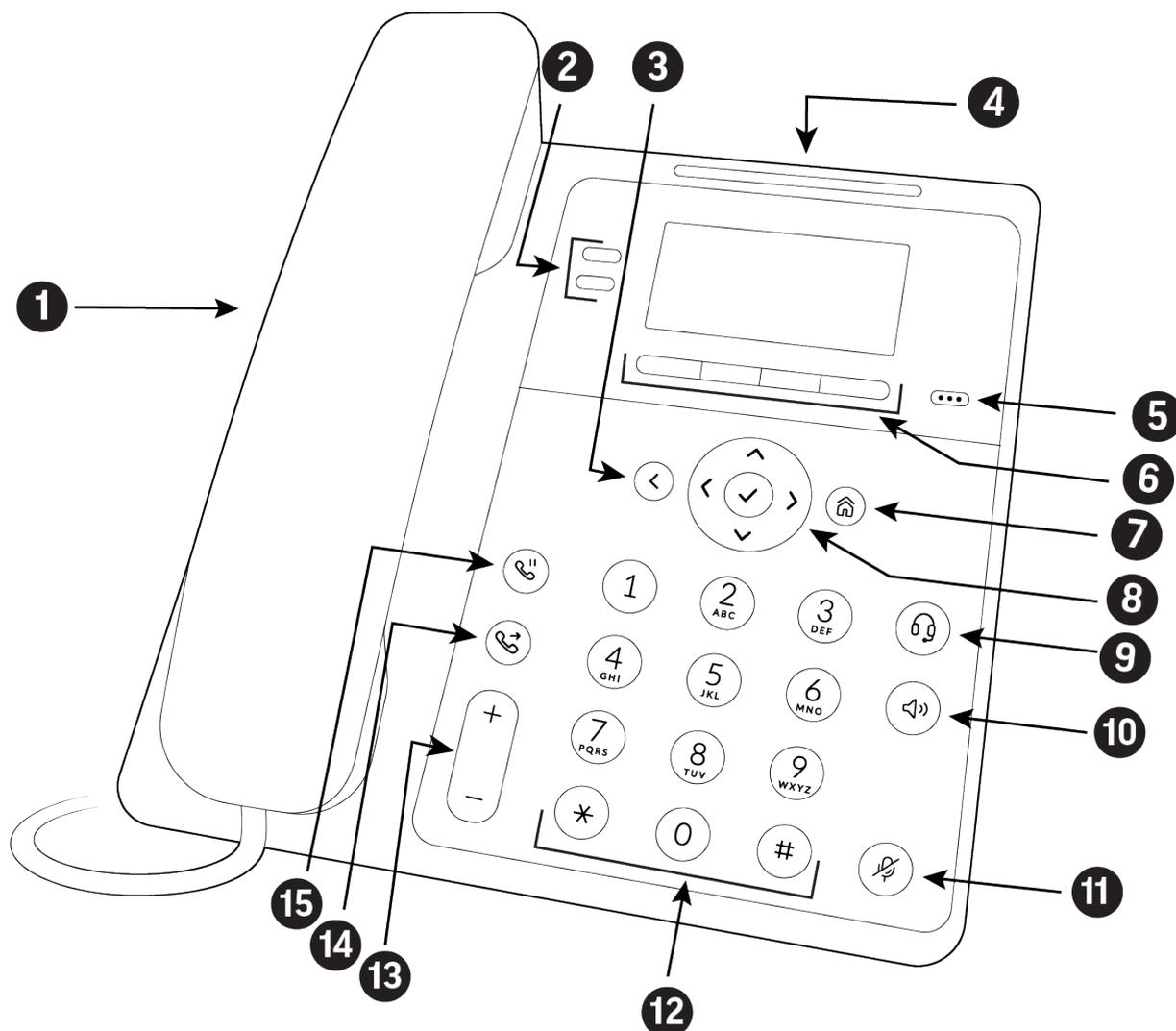
Reference Number	Feature	Feature Description
1	Hookswitch	Holds the handset and ends calls.
2	Line keys	Select a phone line, view calls on a line, or quickly call a favorite contact.

Reference Number	Feature	Feature Description
		Note 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.
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 Home screen from other screens or display the Lines and Calls screen from the Home 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.

Reference Number	Feature	Feature Description
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.

Related Topics

Overview of Phone Hardware and Keys

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.

Related Topics

Overview of Phone Hardware and Keys

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

Related Topics

Overview of Phone Hardware and 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.

Related Topics

Phone Keys

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.

Related Topics

Phone Keys

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.

Related Topics

Line Keys and Virtual Line Keys

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.

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

Table 1. List of Feature Keys and Their Functions

Feature Key	Stage	Description
Call Appearance	☎ Idle ☎ Connected **HD** Connected HD	Lets you make or receive a single call. You must have an available and idle call key to make or receive a new call. The VLKW shows the current call state. 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).
Line Monitor	♫ Ringing: at least one incoming call ☎ Holding: at least one call holding ☎ In Use: at least one active call	Monitor a Line (voice service installed on the phone). Monitored line events include: ● Ringing ● Holding ● In Use ● Idle The VLKW shows the monitored service name and account user name, which is usually the same as the account number or extension). This function must be bound to the specific voice service that it monitors.

Feature Key	Stage	Description
	☎ 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).
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.

Feature Key	Stage	Description
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: • Available (to take new calls) • Unavailable (to take new calls) • Signed Off • Wrapping Up (the last call) 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.
Transfer	📞	Invoke the call transfer function on the currently highlighted call on the screen when the **Current Calls function** is at the top of the display stack. The call must be in a transferable state, such as the Holding or Connected state.

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

Related Topics

Phone Keys