



# Poly Documentation

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# Navigating Poly Phones

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Your phone provides a wide range of features. Become familiar with how to access the home screen, calls screen, and more.

## Related Topics

[Getting Started with Poly Edge B Series IP Phones](#)

## Access the Home Screen

The Home screen launches automatically when the phone starts up.

### Procedure

- Press **Home**  to access the Home screen.

## Related Topics

[Navigating Poly Phones](#)

## Calls Screen

The Calls screen displays one or more active calls on your phone. It displays automatically when you place or receive a call. Use it to manage calls currently in progress.

You can dismiss or hide the Calls screen at any time and continue your calls. When you end a call, it's removed from the list when you exit the Calls screen.

## Related Topics

[Navigating Poly Phones](#)

## ***View Call Details***

The Calls screen arranges calls in a single list of call entries.

## Procedure

- 1 Highlight a call on the Calls screen.
- 2 Press **Enter**.

Details for the call, such as the call participant and the duration of the call, displays.

## Related Topics

[Calls Screen](#)

## Advice of Charges (AOC)

Some softswitch platforms (such as BroadSoft) support advice of charges (AOC) during a call. When this feature is available, the phone shows the current and final charges in the call item of the Calls screen.

## Related Topics

[Calls Screen](#)

## Call States

As a call progresses from beginning to end, it goes through a number of defined stages known as call states.

The following call states are defined for calls on the phone.

Table 1. List of Call States

Icon	Call State	Description	Available Operations	LED Pattern
	Dial tone	Dial tone plays to prompt user to enter the target number to call.	End	Steady green
	Dialing	User is entering a target number to call.	End	Steady green
	Trying	Trying to call the dialed number, but the called party hasn't started ringing yet.	End	Steady green

Icon	Call State	Description	Available Operations	LED Pattern
	Peer ringing	The called party is ringing.	End	Fast blinking green
	Ringing	An incoming call is ringing the phone.	Reject, Answer	Fast blinking green
	Connected	Connected on a call and both sides are talking.	End, Hold, Transfer, Blind Transfer	Steady green
	Holding	User has placed the call on hold.	End, Resume, Add to Conf., Transfer, Blind Transfer	Medium blinking green
	Ended	Call failed due to various reasons, such as invalid number, service not available, or the called party is busy.	End	Slow blinking green
	Idle	No call.	None	Off

## Related Topics

[Calls Screen](#)

## Icons and Status Indicators

The status bar at the top of the screen displays icons and status indicators that provide the current status of the phone.

Table 1. Icons Shown in the Status Bar and Their Meanings

Icon	Description
  	Currently active audio devices: handset, speakerphone, or headset.
	The phone isn't properly provisioned.
	Unconditional call forwarding is in effect.
	The network is down.

Icon	Description
	Do Not Disturb is in effect.
	Do not ring is in effect.
	A reboot is required.
	Firmware update in progress.

### Related Topics

[Navigating Poly Phones](#)

## Entering Characters

The phone uses text dialogs to indicate fields where you can enter text. An example is **Enter Admin Password**.

A text icon at the lower right bottom indicates the current input mode. The phone supports four input modes:

- **abc**: Alphanumeric input with no assumption about capitalization.
- **Abc**: Alphanumeric input with the assumption that the first character of every word is capitalized.
- **123**: Numeric input only (0-9, \*, and #).
- **IPv4**: An IP address. Example: 192.168.15.123.

### Related Topics

[Navigating Poly Phones](#)

## *Change the Input Mode*

Choose which input mode to use when entering information.

### Procedure

- Press the **Mode** softkey to cycle through the input modes.

### Related Topics

[Entering Characters](#)

# Find the Phone's IP Address

Find the phone's IP address through the local interface.

Each phone must have a valid IP address to connect to the network and to communicate with other devices or cloud-based services.

## Procedure

- 1 Select **Home** .
- 2 Do one of the following:
  - Go to **Product Info**.
  - Go to **Settings**.

## Related Topics

[Navigating Poly Phones](#)