



# Poly Documentation

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# Call Lists and Directories

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Your phone supports a local phone book and lists of outgoing and incoming call history.

The **Contacts** screen provides three tabs to manage and access entries:

- **Phone Book:** Lists all the contacts in your phone. You can call or edit a contact in the phone book.
- **Fields:** Select which information fields appear in the contact information screens.
- **Groups:** Lists the contact groups configured on the phone.

## Managing Contacts

You can store a large number of contacts in the phone book, add additional contacts, view and update a contact's information, and delete contacts.

When you highlight a contact, the following softkeys display.

- **Call**
- **Edit Dial**
- **New Entry**
- **Group Filter**
- **Import**
- **Remove All**

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**Note** The options available may vary depending on how your administrator set up your phone.

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### Related Topics

[Call Lists and Directories](#)

## ***Search for a Contact***

Search for a contact in the phone book.

### Procedure

- 1 Go to **Contacts > Phone Book**.

2 In the search field, enter your search criteria.

The results display below the search field as you enter characters.

## Related Topics

[Managing Contacts](#)

## Add a Contact


After you add a contact to your phone book, choose how much information you want to enter for it.

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<b>Note</b>	Don't use braces ({} ) in onscreen names. Braces are special characters reserved for use in digit maps.
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## Procedure

- 1 Go to **Contacts > Phone Book**.
- 2 Press the **New Entry** softkey.
- 3 Highlight the field you want to edit.
- 4 Press **Enter** .
- 5 Repeat these steps until you enter all the relevant information.
- 6 Press the **Save** softkey.


## Related Topics

[Managing Contacts](#)

## View Contact Information

For any contacts saved to the phone book, view their name, phone number, job title, label, or email address.

## Procedure

- 1 Go to **Contacts > Phone Book**.
- 2 Select a contact and press **Enter** .

## Related Topics

[Managing Contacts](#)

## ***Edit a Contact***

After you add a contact to your phone book, update the contact's information.

### **Procedure**

- 1 Go to **Contacts > Phone Book**.
- 2 Select a contact and press **Enter** ⌂.
- 3 Highlight the field you want to edit, then press **Enter**.
- 4 Enter information into the field, then press the **Enter** softkey.
- 5 Repeat these steps until you enter all the relevant information.
- 6 Press the **Save** softkey.

### **Related Topics**

[Managing Contacts](#)

## ***Delete a Contact***

Delete any contact from the phone book.

### **Procedure**

- 1 Go to **Contacts > Phone Book**.
- 2 Select a contact and press **Enter** ⌂.
- 3 Press the **More** softkey, then select **Remove**.
- 4 Press the **OK** softkey to delete the contact.

### **Related Topics**

[Managing Contacts](#)

## ***Delete All Contacts***

Delete all contacts from the phone book.

### **Procedure**

- 1 Go to **Contacts > Phone Book**.
- 2 Move the cursor out of the search bar and onto any contact.

- 3 Press the **More** softkey and select **Remove All**.
- 4 Press the **OK** softkey to delete all contacts.

#### Related Topics

[Managing Contacts](#)

## Add Picture to a Contact

Associate a photo with a contact in your phone book.

#### Procedure

- 1 Go to **Contacts > Phone Book**.
- 2 Create a new contact or edit an existing one.
- 3 Go to the **Picture** field and press **Enter** .
- 4 Select a picture from the list and press the **Select** softkey.
- 5 Press the **Save** softkey.

#### Related Topics

[Managing Contacts](#)

## Customize the Phone Book Display

Choose which fields to include in your phone book entries. The phone displays only the information you decide to show for each phone book entry.

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**Note** Fields included in the contact entries are denoted with a green check icon.

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#### Procedure

- 1 Go to **Contacts > Fields**.
- 2 Select the field you want to include in contact entries, and press **Enter** .

#### Related Topics

[Call Lists and Directories](#)

# Contact Groups

The **Groups** tab contains the list of defined groups. Groups help organize large contact lists into smaller, more manageable lists.

## Related Topics

[Call Lists and Directories](#)

## *Add a Group*

Add a custom group to the **Groups** tab.

### Procedure

- 1 Go to **Contacts > Group**.
- 2 Press the **New Group** softkey.
- 3 Enter the group's name.
- 4 Press the **Save** softkey.

## Related Topics

[Contact Groups](#)

## *Delete a Group*

Delete a group from the **Groups** tab.

### Procedure

- 1 Go to **Contacts > Group**.
- 2 Select a group, then press the **Remove** softkey.

## Related Topics


[Contact Groups](#)

## *Add a Contact to a Group*

Add a contact to one or more of the groups on the **Groups** tab.

You must select the **Groups** field in the **Fields** tab.

## Procedure

- 1 Go to **Contacts > Phone Book**.
- 2 Select a contact and press **Enter** .
- 3 Go to the **Groups** field.
- 4 Press **Enter** to toggle through the list of groups.
- 5 Once you find the desired group, press the **More** softkey.
- 6 Press the **Save** softkey.

## Related Topics

[Contact Groups](#)

# Call History

The Call History screen contains four call history listings.

Each list is in ascending order with the most recent call listed first. Each listing shows the caller's name, number, the time of the call, the call duration, and an icon indicating the type of the call (missed, received, or outgoing).

The four types of call history lists are:

- **All Calls:** All calls displayed in one combined list.
- **Received Calls:** Incoming calls answered on this phone.
- **Outgoing Calls:** Calls made from this phone.
- **Missed Calls:** Incoming calls that weren't answered.



## Related Topics

[Call Lists and Directories](#)

## *View the Call History*

View information for all calls made to or from your phone.

## Procedure

- 1 Select **Home** .
- 2 Go to **Call History** and press **Enter** .
- 3 In the **Call History** screen, highlight the desired history list and press **Enter** .

## Related Topics

[Call History](#)

## ***View the Call Listing Details***

While you are in a call history list, view additional information about each call.

### Procedure

- Highlight an entry and press **Enter** .  
The following softkeys display:

**Notes:** Adds a custom note to the call listing.

**Star:** Marks the call with a star icon, making it easier to find in the list.



## Related Topics

[Call History](#)

## ***Clear the Call History***

Clear your entire call history list and associated call information.

### Procedure

- 1 Select **Home** .
- 2 Go to **Call History** and press **Enter** .
- 3 Press the **Clear List** softkey.

## Related Topics

[Call History](#)

## ***Call an Entry from the Call History List***

Call people that are in your call history list even if they aren't a saved contact.



## Procedure

- Highlight an entry and press the **Call** softkey.

## Related Topics

[Call History](#)

## ***Edit and Dial a Number from the Call History List***

Prepopulate the dial window with a number from the call history list and edit it before dialing. For example, you can add a star code to the beginning of the number.

## Procedure

- 1 **Optional:** Highlight an entry and press the **Edit Dial** softkey to edit the number.
- 2 Press the **Call** softkey.

## Related Topics

[Call History](#)

## ***Save a Number from the Call History List***

Save entries in the call history list to your phone book.

## Procedure

- Highlight an entry, then press the **Save** softkey.

## Related Topics

[Call History](#)

## ***Remove an Entry from the Call History List***

Remove individual entries from the call history list.

## Procedure

- Highlight an entry, then press the **Remove** softkey.

## Related Topics

[Call History](#)

# Network Directories

A network directory refers to a directory service offered by a service provider or your company.

All the contacts in a network directory are stored on the server, and the phone downloads them when the Network Directory App is running. Optionally, your administrator can group a number of subdirectories into a network directory.

## Related Topics

[Call Lists and Directories](#)

## ***Search Network Directories***

Search network directories to find individual contacts.

## Procedure

- 1 Press the **Search** softkey.
- 2 Enter your contact's name or number using the dialpad.

## Related Topics

[Network Directories](#)

## ***Refresh Network Directories***

Manually refresh your network directories after launching the Network Directories app.

## Procedure

- Press the **Refresh All** softkey.

## Related Topics

[Network Directories](#)

# Using Speed Dial

Your phone has 99 configurable speed dial numbers.

Invoke these speed dial numbers by dialing the corresponding one- or two-digit number (for example, 1 through 99). Speed dial 99 numbers aren't related to the speed dial feature keys.

Available softkey options:

- **Call:** Calls the selected speed dial number.
- **Edit Dial:** Brings up the dial window with the number prepopulated, enabling you to modify it for dialing.
- **Edit:** Edits any information for the selected speed dial.
- **Clear:** Removes all the information for this speed dial.

## Related Topics


[Call Lists and Directories](#)

## ***Set a Speed Dial Feature Key Number***

If enabled by your administrator, define one or more feature keys as speed dial numbers.

You can identify a speed dial key by the speed dial icon  displayed beside a line key.

### Procedure

- 1 Press and hold down the feature key until the **Speed Dial** menu displays.
- 2 Go to the **Name** field.
- 3 Press the **Edit** softkey.
- 4 Enter the name you want for this speed dial key, then press the **Save** softkey.
- 5 Repeat steps 2 and 3 with the **Destination Number** field.
- 6 Select **Home**  to save the speed dial number.

## Related Topics



[Using Speed Dial](#)

## ***Set a Speed Dial Feature Key Number from Contacts***

If enabled by your administrator, you can define one or more feature keys as speed dials.

You can identify a speed dial key by the speed dial icon  displayed beside a line key.

### **Procedure**

- 1 Press and hold down the feature key until the **Speed Dial** menu displays.
- 2 Press the **Phone Book** softkey.
- 3 Select a contact and press **Enter** .
- 4 Select **Home**  to save the speed dial number.

### **Related Topics**

[Using Speed Dial](#)

## ***Add a Speed Dial Entry***

Add up to 99 speed dials.

### **Procedure**

- 1 Go to **Settings > Speed Dials 99**.
- 2 Select an empty speed dial entry.
- 3 Press the **Edit** softkey.
- 4 Enter the speed dial's name and a phone number.
- 5 Press the **Save** softkey.

### **Related Topics**

[Using Speed Dial](#)

## ***Edit a Speed Dial Entry***

After you enter a speed dial, edit the entry.

### **Procedure**

- 1 Go to **Settings > Speed Dials 99**.
- 2 Select the speed dial entry you want to edit.

- 3 Press the **Edit** softkey.
- 4 Edit the speed dial's name and/or phone number as needed.
- 5 Press the **Save** softkey.

## Related Topics

[Using Speed Dial](#)

## Delete a Speed Dial Entry

Delete any speed dial entry from the **Speed Dials 99** list.

### Procedure

- 1 Go to **Settings > Speed Dials 99**.
- 2 Select the speed dial entry you want to delete.
- 3 Press the **Clear** softkey.

## Related Topics

[Using Speed Dial](#)



## Buddy Lists



A buddy list is a contact list with presence information.

Your phone supports buddy lists and provides the option for a BroadSoft buddy list. You and your buddies must use the same service to see each other. Consult your phone administrator to check whether the buddy list feature is enabled at your location.

Each entry in the buddy list consists of the following information:

- **Display Name** (optional): The display name of the user.
- **Phone Number** (optional): The number of the user.
- **Status** (optional): A short message indicating your status. For example: On a break, back at 1PM.
- **Presence**: Displays one of the following values:

Icon	Presence
	Offline/Invisible
	Online/Available

Icon	Presence
	DND
	Away

## Related Topics


[Call Lists and Directories](#)

## ***Set Your Buddy List Presence***

Set your presence to broadcast to people on your buddy list.

When the phone is in use, the phone automatically sets your status to **On** the phone with presence as **Do Not Disturb**. It restores the last user set presence and status when the phone returns to idle.

### Procedure

- 1 Press the **My Presence** softkey.
- 2 Select an option, then press **Enter** .

## Related Topics


[Buddy Lists](#)

## ***Set Your Buddy List Status***

Set a custom status to display to people on your buddy list.

When the phone is in use, the phone automatically sets your status to **On** the phone with presence as **Do Not Disturb**. It restores the last user set presence and status when the phone returns to idle.

### Procedure

- 1 Press the **My Status** softkey.
- 2 Select an option, then press **Enter** .

## Related Topics

[Buddy Lists](#)

## ***Buddy List Management***

Basic buddy list operations include:

- Add a contact
- Remove a contact
- Add a group
- Remove a group
- Add contact to a group
- Remove contact from a group
- Tag or untag a contact as a favorite
- Accept presence subscriptions (invitations) from other users

The phone doesn't support any of these operations from the phone's local interface. Perform these operations from a web browser and log in with the same account credentials to manipulate the buddy list. The phone picks up the changes to the buddy list in that account automatically.

### **Related Topics**

[Buddy Lists](#)

## ***Buddy Groups***

Divide a buddy list into groups such as Friends or Coworkers.

A contact can belong to more than one group or no group at all. By default, all contacts in a buddy list are in the **All** group. Most buddy list implementations also enable you to tag a contact as favorite (or starred). The phone treats this as the **Favorite** group. Additionally, you can define custom groups.

### **Related Topics**

[Buddy Lists](#)

## ***Expanded Buddy Lists***

An expanded buddy list can include additional contacts that don't have presence information.

For those contacts, you don't see a presence icon in the respective entry in the buddy list display. This feature lets you consolidate all your contacts into one list, with or without presence information.

### **Related Topics**

[Buddy Lists](#)