

# Poly Edge B20

## QUICK START GUIDE

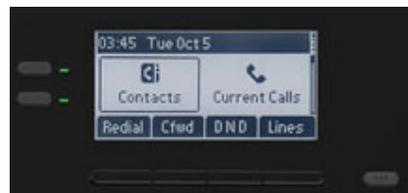


This guide covers the basic features and operation of the Poly Edge B20 telephone.

### HOW TO:

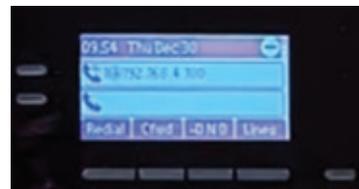
#### Home Screen

Displays menu options, keys and settings



#### In Call Display

Displays menu options and keys



#### ✓ Access Voicemail Messages

1. Go to **Main Menu > Messages**.
2. Select **Message Center**.
3. If you have multiple lines on your phone, select the line that has the new message.
4. From the **Messages** screen, select **Connect** and follow the prompts to access your messages.

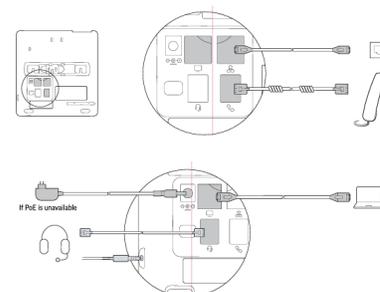
#### ✓ View Recent Calls

1. Press **Home**
2. Go to **Call History** and press **Enter**
3. In the **Calls History Screen**, highlight the desired history list and press **Enter**

#### ✓ Speed Dial

Speed Dials can only be added to the phone by the Admin or by using the Call Manager Portal.  
<https://voice.myastoundphone.net>

#### ✓ Connect





## Place a Call

- Pick up the handset, enter the phone number, and press **Dial**.
- Enter a number using the dialpad, then press the speakerphone button.
- Enter a number using the dialpad, then press the headset button.



## Answer a Call

Do one of the following:

- Pick up the handset
- Press the speakerphone button
- Press the headset button
- Press the call key which the incoming call is assigned
- Press the **Answer** softkey



## Hold & Resume a Call

You can have multiple calls on hold and resume a call at anytime.

To Hold a Call:

- Press the **Hold** softkey or Hold feature key

To Resume a Call:

- Press the **Resume** softkey
- Press the call key that hosts the call to resume.



## Transfer a Call

1. Select a Highlighted on the Calls screen
2. Do one of the following:
  - Press the Trnsfr softkey
  - Press the B.Tm softkey (if configured)



## End Call

You can only end active calls. To end a held call, you must resume the call first.

To End an Active Call:

- Replace the handset in the cradle, press the speakerphone or headset key, or press the **End Call** softkey.

To End a Held Call:

1. Highlight the held call and press resume then select **Hang Up**
2. Press **End Call**