



QUICK REFERENCE GUIDE:

Poly Edge E550



Emergency Notification - When your phone reboots, it must be correctly **UNLOCKED** to prevent emergency services (911) from being accidentally dialed. Press the **Unlock** key at the bottom of the screen, read the alert, and then press **Confirm** button at the bottom of the screen. Pressing New Call/Dialing while the phone is locked will result in 911 being dialed.

CALL ACTIONS

Answer an Incoming Call

- Either lift the handset,
- Press the speakerphone button ,
- Or press the headset button .

Place an Outbound Call

- Either lift the handset, dial the number, press **Dial** (or wait for timeout),
- Press the speakerphone button , dial the number, press **Dial** (or wait for timeout),
- Or dial the number, then lift the handset or press the speakerphone button .

Transfer a Call (Blind/Consultative)

- Press the **Transfer** softkey or the  key.
- If preferred, you can temporarily 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 **Blind**, the call is transferred immediately
- If you want to change it to **Consultative** for that active phone call, after you press the Transfer softkey, you will see a softkey that says **Consultative Transfer**. Press that softkey to change the transfer type. Please note that once you press it, it will change to say **Blind**. It will still be **Consultative**.

Note: Your default is set for Blind transfer. To change your default setting, please reach out to your administrator or Metronet.

Transfer a Call to Voicemail

- During a call, press **Transfer** or .
- Dial ***55 plus the extension** to which you want to transfer the call.
- Press **Send**.

Initiating a Conference Call

- While in an active call, press **More > Conference**.
- Dial the second party and press **Send**.
- When the contact answers, press **Conference** to send the call to the second party.

Viewing Your Call History

- Press the  and scroll down to **Recent Calls**.
- Press **Recent Calls**.
- Select **Type** to filter on:
 - Missed Calls
 - Placed Calls
 - Received Calls

Managing Call History

- Press the  and scroll down to **Recent Calls**.
 - When you enter recent calls, you can do the following:
 - Tap **Dial** to call the entry
 - Tap **More>Clear** to delete the entry from the list
- Press **Information** to bring up the details of the call.
- To Delete All, hit **Recent Calls > More > Clear > All calls > Select**
- You can also choose to delete just the following:
 - Missed Calls
 - Received calls
 - Placed calls
 - Displayed Calls

Paging

If you are superscribed to our Paging feature,

- Press the **Paging** softkey. It will bring up the options **Default** or **Recent**.
- Press the **Page** softkey to begin page.
- Pages are set to last for 30 seconds. If you need extended time for a longer page, click on the **More** softkey and then click the **Extend** softkey. This will extend your time for an additional 30 seconds.
- To end the page, hit the **End Page** softkey.

CUSTOMIZING YOUR PHONE

Managing Contacts

- Managing Contact features must be utilized through the **Commportal** application.

Setting Ring Tones

- Navigate to **Menu > Settings > Basic > Ring Type**.
- Press  or  to select the desired ring tone.
- Press **Select** to accept the change.

Expansion Module/Sidecar

- When adding an Expansion Module (Sidecar), the existing softkeys on any additional pages on your phone will become inaccessible and will need to be reprogrammed on to the Expansion Module (sidecar).

Central Notification Contact Information Needed | Per FCC regulations, your HPBX system is configured to notify a central location on-site or off-site contact where someone is likely to see or hear the notification whenever a call is placed to a 911 operator. Relevant FCC Rules require operators and managers of the HPBX system to designate a contact that will be notified if a 911 call is placed from one of the users' MLTS phones. It is your responsibility to provide Metronet with the relevant contact information in the Metronet Admin CommPortal. We would be pleased to assist you if you do not know how to identify such a contact. Please contact us by email at business-customer-service@metronet.com or phone at (855) 769-0936 if you need assistance.

Notify Vexus if You Move Your Phone | The location and address associated with a phone is the location and address identified on the initial service order when your TeleCloud service was installed. If you move your phone to a location or address that is different than that identified in the initial service order, 911 calls will appear to 911 emergency service operations to be coming from the address identified in the service order and not the new location or address. Your organization is responsible for managing and updating any changes to the location and address of the phone with dispatchable location information after the initial installation of your TeleCloud service. Dispatchable location information should include the validated street address where the phone is located and any adequately identify the location of the caller. In the event that you change the location of your phone, you can log on to the online portal <https://vexusfiber.driveuc.com/> and select Temporarily Update Current 911 Service Address. If you are unable to log on to the portal or you need to permanently update your 911 Service Address you may also update the location of your phone by contacting Vexus Business Customer Service at (800) 658-2150. Updates may take 1-2 business days to process. Failure to update the location of the phone with dispatchable location information means that emergency responders may not have information to locate the caller quickly and accurately.