



# QUICK REFERENCE GUIDE:

## Poly Rove 30



### CALL ACTIONS

#### Answer an Incoming Call

- Either press the **Accept** soft key,
- Press ,
- Or press ,
- *Note: You can silence the call by pressing the Mute  softkey.*

#### Ending a Call

- Press .

#### Call Mute and Unmute

- Press  to mute and un-mute.
- *Note: This button is located on the left side of the handset near the top*

#### Call Hold and Resume

- To *place a call on hold*, press the **Options** soft key during a call, then select **Hold**.
- To *resume*: If there is one call on hold, press the **Resume** soft key.
- If there are two calls on hold, press the **Resume** soft key to resume the current call. Press the **Swap** key to swap between calls
- The middle softkey has a play icon that will resume the call.
- *Note: There is also a pause button on the middle softkey that will hold/unhold the call*

#### Place an Outbound Call

- Enter the digits.
- Then press .

#### Calling from History

- Press the **Calls** soft key when the handset is idle.
- Then select the desired call in the history list by highlighting it using  or .
- Then press  or .

#### Transfer a Call (Blind Transfer)

- During a call, press the **Options** soft key and then select **Blind Transfer**.
- Enter the number to which you want to transfer.
- Press the **Transfer**  soft key.

#### Transfer a Call (Consultative Transfer)

- Press the **Options** soft key during a call.
- Then select **Transfer** .
- Enter the number to which you want to transfer.
- Press , , or .
- Wait for the call to be answered and announce the call. Press the **middle soft key** - an icon with two arrows on top of each other pointing opposite ways (top points right, bottom points left) - to complete the transfer.

#### Transfer a Call to Voicemail

- During a call, press the **Options** soft key.
- Then select **Blind Transfer**.
- Dial **\*55 plus the extension** to which you want to transfer the call.
- Press the **Transfer**  soft key.

#### Checking Voicemail

- Follow the prompts
- Dial **9999**

#### Initiating a Conference Call

- During an active call, press the **Options** soft key, then select **Conference**.
- Dial the second party and touch **Conference** to send the call to the second party.
- Press **Conference** icon (three person shapes with one in front) again to join all parties.
- *Note: You can split the conference call into two individual calls by pressing **Options**, then select **Split Conference**.*

## Redial

- Press  to display the recent numbers dialed.
- Scroll to selected entry and then press .

## Deleting a Contact

- Press the **Options** softkey to enter the main menu, then select **Contacts**.
- Press **▲** or **▼** to highlight the desired entry.
- Press the **...** soft key, then select **Delete Contact**.

## CUSTOMIZING YOUR PHONE

### Setting Ring Tones

- Press the **Options** soft key
- Select the **Preferences icon** (looks like a wrench on top of a hammer)
- Select **Audio Settings**
- Select **Ring Melody**
- Choose a Melody with the **up and down keys and OK button**

### Adding a Contact

- Press the **Options** softkey to enter the main menu, then select **Contacts**.
- Press the **...** soft key
- Select **Add Contact**
- Enter the desired values in the **Name** and **Number** fields.
- Press the **Save** soft key to accept the change.

### Editing a Contact

- Press the **Options** softkey to enter the main menu, then select **Contacts**.
- Press **▲** or **▼** to highlight the desired entry.
- Press the **...** soft key, then select **Edit Contact**.
- Edit the value you wish to change.
- Press the **Save** soft key to accept the change.

**Central Notification Contact Information Needed** | Per FCC regulations, your TeleCloud 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 TeleCloud 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](mailto: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.