



QUICK REFERENCE GUIDE: Get Started with TeleCloud

LOGIN CREDENTIALS

Phone Number: _____ Temporary Password: _____

CommPortal ID: _____ Voicemail PIN: _____

Welcome to your new Telecloud phone service! Get Logged In!

To help you get up and running with your new phone as soon as possible please reference the User Credentials your Technician, or customer service has provided above.

Find Your Training Tools

Get started with the Quick Tips noted in this guide. Visit vexusfiber.com/telecloudu or use the QR code to access a comprehensive list of TeleCloud training materials for all CommPortal and TeleCloud User Guides, Quick Start Guides, and Video Tutorials.



Use the Following Quick Tips to Get Started

PLACING A CALL

Option 1

- Enter the phone number or extension without lifting the handset.
- Pick up the handset and press the **SEND** softkey or **SPEAKER** button to start your call .

NOTE: this option is preferred because it gives you more time to enter the phone number or extension and allows you to easily correct errors using the backspace << softkey.

Option 2

- Lift the handset and enter the phone number or extension.
- Press **DIAL** softkey, or wait ~4 seconds for call to connect.

NOTE: based on your business' configuration, you may need to dial '9' - or another digit - before calling an outside phone number.

ANSWER/SILENCE A CALL

With an incoming call, your phone will ring and you'll see the caller's name and number displayed on your screen.

Answer Incoming Call

- Pick up the handset or press **ANSWER** softkey or **SPEAKER** button.

Silence Incoming Call

- Press **SILENCE** softkey and the incoming call will be silenced.

CALL WAITING

If you receive another call while on the phone, you'll hear beep and see caller ID information for the second call.

Answer Incoming Call

- Press **ANSWER** softkey and your active call will be placed on hold and your incoming call will be active.

HANDLE MULTIPLE CALLS

View call information when you have more than one active call.

- Use the **NAVIGATION** buttons to scroll up and down.

Switch Between Calls

- Use **LINE** buttons and **HOLD/RESUME** softkeys.

FORWARD CALLS

- Forwarding calls can be done in the CommPortal app.

DO NOT DISTURB

Do Not Disturb prevents incoming calls from ringing your phone.

Enable Do Not Disturb

- Press the **DND** softkey.

NOTE: When Do Not Disturb is enabled, all incoming calls will be diverted to voicemail (if available). To receive calls again, you must disable Do Not Disturb by pressing the **DND** softkey again.

PLACE A CALL ON HOLD

Place Call on Hold

- Press the **HOLD** button or the **HOLD** softkey. The caller will be placed on hold and will hear your business' hold music until you resume the call.

Retrieve Held Call

- Press the **RESUME** softkey.
 - Or press the **LINE** button where the call is being held.
- NOTE:** a call on hold is indicated by a slow-blinking red light.

BLIND OR COLD TRANSFER

This sends an incoming call to another party before you speak to the caller.

- Press **TRANSFER** key.
- Enter the extension or phone number.
- Press **SEND** softkey to complete the transfer.

NOTE: Blind transfer is set as your default. To change your default setting, please reach out to your administrator or Metronet.

CALL HISTORY

Access Call History

- Press the **DIR** softkey.
- Choose Call List and press **SELECT**.

Call Number from Call History

- Scroll up or down through the call list to find the entry.
- Press the **DIAL** softkey.
- Press **SPEAKER** button, or lift handset to place the call.

NOTE: This information is also available and can be exported from the Metronet CommPortal.

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.

NOTE: 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 on the Extend softkey. This will extend your time for an additional 30 seconds.

- To end the page, hit the **End Page** softkey.

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 or phone at (855) 769-0936 if you need assistance.

Notify Metronet 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.