





# Socket Cloud Communications





## QUICK REFERENCE GUIDE: Poly Edge E500

### 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 Consultative transfer. To change your default setting, please reach out to your administrator or Socket Fiber.


#### 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

## 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.

**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 Socket Fiber with the relevant contact information in the 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 [businesstechs@corp.socket.net](mailto:businesstechs@corp.socket.net) or by phone at (800) 762-5383

**Notify Socket Fiber 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 SCC 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 SCC 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, please contact Socket Fiber at (800) 762-5383. 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.