

Poly® E Series Expansion Module

Expansion Module Administrator Guide



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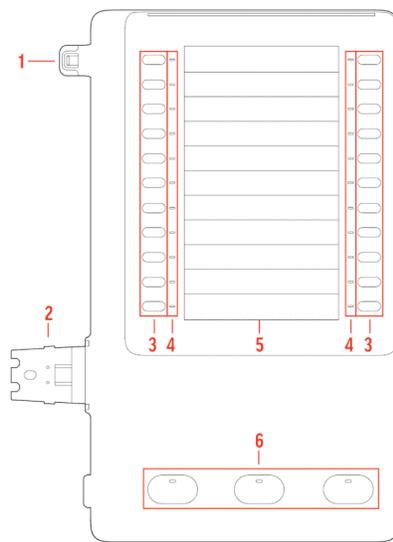
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E Series Expansion Module

The E Series Expansion Module enables configuration of additional keys on the Edge E450 phone.

✔ **NOTE:** The Poly Edge E450 supports 1 E Series Expansion Module.

Each EM has 22 keys with LED Indicators and 3 Page Keys under the display, allowing you to add up to 66 additional Function keys to your phone ($3 \times 22 = 66$). Please refer to the diagram below.

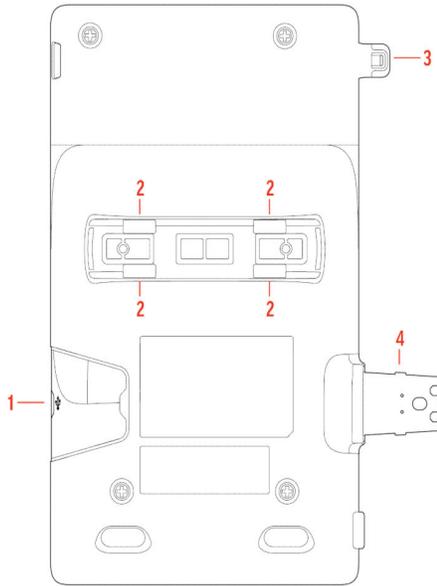


Poly Edge E Series Expansion Module Hardware Descriptions - Front

No.	Feature	Feature Description
1	Alignment tab	When connecting one EM, inserts into the alignment tab slot on the phone. When connecting a second EM on an E500 Series phone, inserts into the alignment tab slot on the first EM.
2	EM connector	Connects the EM to the phone. On an E500 Series phone, also connects a second EM to the first EM.
3	Line keys	Select a phone line, view calls on a line, or quickly call a favorite contact.
4	Line key LED indicators	Indicates a line or busy lamp field contact's status. The following lists the LED Indicator behaviors shown on the expansion modules: <ul style="list-style-type: none"> • Solid Green—Indicates an active call in progress. • Fast-Flashing Green—Indicates an incoming call. • Flashing Green—Indicates the remote party placed the call on hold. • Solid Red—Indicates the phone of a monitored busy lamp field contact is placing a call or is in a call. • Flashing Red—Indicates a held call. • Flashing Green and Red—Indicates the phone of a monitored busy lamp field contact is on an active call or is receiving an incoming call.
5	Color Display	Displays line numbers, monitored contacts, contacts' presence, and favorites.
6	Page keys	Navigates between pages on the expansion module. <ul style="list-style-type: none"> • Solid Blue—Indicates the current page displayed. If not on the current page, the line appearance on the page is in an active state. • Flashing Blue—Indicates that there is incoming call activity for a line or BLF on the page.

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Poly Edge E Series Expansion Module Hardware Descriptions - Back

No.	Feature	Feature Description
1	USB-C port for E EM or headset connection	You can also connect a USB headset to this port when an EM is connected to an E400 Series phone.
2	Stand or wall mount connection slots	Attach a desk stand or wall mount accessory to the EM.
3	Alignment tab	When connecting one EM, inserts into the alignment tab slot on the phone.
4	EM connector	Connects the EM to the phone.

Color Display—Displays Status Connect Monitored Users and local Speed Dial Favorites.

Base Stand—Insert into the slot on the back of the EM to stand up the display.

The maximum keys that can be supported by each E450 phone with an expansion module is outlined in the table below:

E Series Model	Line Keys	1 EM	Maximum Programmable Keys*
E450	20	66	86

*Maximum Programmable keys equals the Line Keys plus one Expansion Module. Programmable keys can be a combination of Lines (limit 32), Enhanced Monitored Extensions/status Connect (limit 50), and Speed Dial/Favorites.



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This section provides the setup instructions for adding the Expansion Module to your Poly Edge E450 and the Line Key configuration options available in CommPortal.

CommPortal Configuration

This section provides instructions on how to use the Phone Profile Editor to **Set Keys**.

Adding the sidecar:

1. **Login** to CommPortal as Admin: <https://cportal.tdsmanagedip.com/hosted/bg/>
2. Select the **Users** link in the middle of the CommPortal home page.

✓ **NOTE:** You can quickly locate a user from the list by using the search box near the top of the user page.

3. Click the **User's telephone number or name** link to open the user's CommPortal view, a new window will open.
4. Near bottom, click **Devices** to open the device profile, a pop-up will open, click **Set Keys**.
5. Next, below the User's displayed phone model, click **Edit**. A new window will open.
6. Below the device image, click **Add sidecar**. A new window will open. The Poly Edge E450 supports one sidecar. *See Figure 1*
7. Click the **side car image** to add the side car to your device's profile.

✓ **NOTE:** Now that you've added the sidecar you can configure Sidecar Key Capabilities. *See Figure 2*



Figure 1



Figure 2

Sidecars



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Line Key Configuration

Now that you've added the sidecar, you will see **Sidecar Key Capabilities** in addition to the **Programmable Keys**—line dropdowns that present you with the numbered line key selections.

✔ **NOTE:** When the Sidecar is added, pagination is disabled on the primary (top) display of the E450, pagination remains active on the secondary (bottom) display.

The Programmable Key assignments change after you add the sidecar and are as follows:

E450 Top Display Page 1: Keys 1-8 *See Figure 3*

E450 Bottom Display Page 1: Keys 9-14 *See Figure 3*

E450 Bottom Display Page 2: Keys 15-20 *See Figure 3*

✔ **NOTE:** E450 Top Display – Pages 2-4 Keys 21-44 are disabled

Edge Sidecar Display: Keys 1-66 *See Figure 3*



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Here are the 3 line configuration options

- **Lines** (includes Primary Line, Shared call Appearances (SCAs), & Secondary Directory Numbers (SDNs))

- Up to 32 lines from your Business Group can be added to your phone's line keys. Once added, that line will appear and ring on your device's specified line key. You can answer an incoming call or place an outbound call when idle by pressing the key. The line key light will stay illuminated (red) when the line is in use and flash (red) when a call is on hold.

✔ **NOTE:** Lines can only be added using CommPortal and need to be added sequentially—see the Tooltip for more information.

- **Status Connect (SC) Enhanced Monitored Users**

- Up to 50 Enhanced Monitored Extensions from your Business Group can be assigned to your device's line keys. Once added, you can answer an incoming call or place an outbound call to that extension when idle by pressing the key. The line key light will stay illuminated (red) when the extension is in use and flash (red) when a call is incoming to that extension.

✔ **NOTE:** Enhanced Monitored Extensions can only be added using CommPortal and can be added to any specified line key.

- **Speed Dial/Favorites** (Directory)

- Up to 500 Directory Contacts can be added to your phone and made visible on any of the available line keys that are available on the sidecar. Contacts can only be added in the phone's Directory or by pressing the add (+) icon next to the available line key on the sidecar.

The illustration below shows the possible configuration of line keys and their assignments when added to the Edge E450 and sidecar.

Visit <https://tdsbusiness.com/support/managedip/hosted/administrators.html> to learn more about managing Phone Profiles and adding Line configurations.



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APPENDIX – Standard Configuration 1

Key appearances on E450

E450 Standard EM Configuration	Key	Key Function	Key	Key Function
	1	Line/EME	5	Line/EME
	2	Line/EME	6	Line/EME
	3	Line/EME	7	Line/EME
	4	Line/EME	8	Line/EME
	Secondary Display			
	Page 1		Page 2	
	1	Line/EME/FAV	7	Line/EME/FAV
	2	Line/EME/FAV	8	Line/EME/FAV
	3	Line/EME/FAV	9	Line/EME/FAV
	4	Line/EME/FAV	10	Line/EME/FAV
	5	Line/EME/FAV	11	Line/EME/FAV
	6	Line/EME/FAV	12	Line/EME/FAV

Line = Line/Shared Line Appearance

EME = Enhanced Monitored Extension/Status Connect

FAV = Favorite Directory Contact

Key appearances on Expansion Module

Expansion Module 1 - Page 1	Key	Key Function	Key	Key Function	Expansion Module 1 - Page 2	Key	Key Function	Key	Key Function	Expansion Module 1 - Page 3	Key	Key Function	Key	Key Function
	1	Line/EME/FAV	12	Line/EME/FAV		23	EME/FAV	34	EME/FAV		45	EME/FAV	56	EME/FAV
	2	Line/EME/FAV	13	EME/FAV		24	EME/FAV	35	EME/FAV		46	EME/FAV	57	EME/FAV
	3	Line/EME/FAV	14	EME/FAV		25	EME/FAV	36	EME/FAV		47	EME/FAV	58	EME/FAV
	4	Line/EME/FAV	15	EME/FAV		26	EME/FAV	37	EME/FAV		48	EME/FAV	59	EME/FAV
	5	Line/EME/FAV	16	EME/FAV		27	EME/FAV	38	EME/FAV		49	EME/FAV	60	EME/FAV
	6	Line/EME/FAV	17	EME/FAV		28	EME/FAV	39	EME/FAV		50	EME/FAV	61	EME/FAV
	7	Line/EME/FAV	18	EME/FAV		29	EME/FAV	40	EME/FAV		51	EME/FAV	62	EME/FAV
	8	Line/EME/FAV	19	EME/FAV		30	EME/FAV	41	EME/FAV		52	EME/FAV	63	EME/FAV
	9	Line/EME/FAV	20	EME/FAV		31	EME/FAV	42	EME/FAV		53	EME/FAV	64	EME/FAV
	10	Line/EME/FAV	21	EME/FAV		32	EME/FAV	43	EME/FAV		54	EME/FAV	65	EME/FAV
11	Line/EME/FAV	22	EME/FAV	33	EME/FAV	44	EME/FAV	55	EME/FAV	66	EME/FAV			

Additional Support

Contact Technical Support at 1-888-850-5915 or visit support.tdsmanagedip.com/hosted for additional resources.

