



## Getting started

Setting up your voicemail		Making calls to...																							
Before setting up your voicemail: <ul style="list-style-type: none"> <li>Locate your welcome email which has your temporary PIN and the voicemail retrieval number.</li> <li>Review the <b>voicemail PIN guidelines</b> below to create a new PIN.</li> </ul> <b>From your office phone:</b> <ol style="list-style-type: none"> <li>Press the <b>VMail</b> softkey. <b>Note:</b> If you do not have a VMail softkey, press the <b>home</b> button, navigate to and select <b>messages</b>, press the <b>select</b> softkey then press the <b>connect</b> softkey.</li> <li>When prompted, enter the <b>temporary PIN + #</b>.</li> <li>Follow the prompts to create a new PIN.</li> <li>Follow the prompts to record your name and set your greeting.</li> </ol> <b>From outside of the office:</b> <ol style="list-style-type: none"> <li>Dial the voicemail retrieval number from your welcome email.</li> <li>When prompted, enter your <b>10-digit phone number + #</b>.</li> <li>Follow steps 2 to 4 above to finish setting up your voicemail.</li> </ol>		<table border="1"> <tr> <td><b>Phones in your office</b><sup>1</sup></td> <td>Extension dialing (2-7 digits + #)</td> </tr> <tr> <td><b>Local</b></td> <td>10-digit phone number</td> </tr> <tr> <td><b>Long distance</b></td> <td>10-digit phone number</td> </tr> <tr> <td><b>Toll-free</b></td> <td>10-digit phone number</td> </tr> <tr> <td><b>International</b><sup>2</sup></td> <td>011 + country code + city code + #</td> </tr> <tr> <td><b>Operator</b><sup>1,2</sup></td> <td>0</td> </tr> <tr> <td><b>Information</b><sup>1,2</sup></td> <td>411</td> </tr> <tr> <td><b>TTY</b><sup>1</sup></td> <td>711</td> </tr> <tr> <td><b>Emergency services</b><sup>3</sup></td> <td>911</td> </tr> <tr> <td><b>Emergency services test call</b><sup>3</sup></td> <td>933</td> </tr> <tr> <td><b>Suicide prevention hotline</b></td> <td>988</td> </tr> </table>		<b>Phones in your office</b> <sup>1</sup>	Extension dialing (2-7 digits + #)	<b>Local</b>	10-digit phone number	<b>Long distance</b>	10-digit phone number	<b>Toll-free</b>	10-digit phone number	<b>International</b> <sup>2</sup>	011 + country code + city code + #	<b>Operator</b> <sup>1,2</sup>	0	<b>Information</b> <sup>1,2</sup>	411	<b>TTY</b> <sup>1</sup>	711	<b>Emergency services</b> <sup>3</sup>	911	<b>Emergency services test call</b> <sup>3</sup>	933	<b>Suicide prevention hotline</b>	988
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<b>Voicemail PIN guidelines</b> PINs are required and cannot be skipped when logging into voicemail. <ul style="list-style-type: none"> <li>PINs must be 6-15 numeric digits in length</li> <li>The PIN cannot solely consist of your telephone number or any part of your telephone number</li> <li>The same digit cannot be repeated more than twice:  <b>Allowed examples:</b> 11xxxx, xxx88xxx, xxxxxx99  <b>Not allowed examples:</b> 222xxx, xx444xx, 77777</li> <li>The entire PIN cannot be sequential (ascending or descending):  <b>Allowed examples:</b> 012347, 98761, 01234560  <b>Not allowed examples:</b> 123456, 0123456789, 9876543210</li> </ul>		<ol style="list-style-type: none"> <li>When dialing extensions or numbers less than 10 digits, add a # after the number to make the call go through faster.</li> <li>International, operator and/or information calls may be restricted on some phones; charges may apply.</li> <li>Emergency services are tied to the service address of your phone.</li> </ol>																							

## Phone features

Consultative transfer		Blind transfer	
A consultative transfer allows you to announce the call prior to completing the transfer process. <ol style="list-style-type: none"> <li>While on a call, press the <b>transfer</b> softkey or <b>transfer</b> button. The person you're talking to is automatically placed on hold and you receive dial tone.</li> <li>Dial the <b>extension + #, 10-digit number</b>, or press the <b>lines</b> softkey to select from your line keys.</li> <li>After announcing the call, press the <b>transfer</b> softkey, <b>transfer</b> button or hang up to complete the transfer.</li> <li>If the party does not answer or chooses not to accept the transfer, press the <b>cancel</b> softkey to stop the transfer process and return to the caller.</li> </ol> <b>Note:</b> Once the call is transferred, the recipient will see the caller ID of the transferred call.		A blind transfer does not allow you to announce the caller. <ol style="list-style-type: none"> <li>While on a call, press the <b>transfer</b> softkey or <b>transfer</b> button. The person you're talking to is automatically placed on hold and you hear dial tone.</li> <li>Press the <b>blind transfer</b> softkey.</li> <li>Enter the <b>extension + #, 10-digit number</b> or press the <b>lines</b> softkey to select from your line keys.</li> <li>The blind transfer is complete.</li> <li>If you make a mistake or change your mind, press the <b>cancel</b> softkey, to return to the caller. This must be done before the # or <b>10<sup>th</sup> digit</b> of a 10-digit number is entered.</li> </ol> <b>Note:</b> The recipient will see the caller ID of the transferred call.	
<b>Transfer a call to voicemail</b> To transfer a call directly to voicemail: <ol style="list-style-type: none"> <li>While on a call, press the <b>ToVmail</b> softkey. <b>Note:</b> The caller will still be on your line and will be able to hear should you speak.</li> <li>Dial the recipient's extension and press the <b>enter</b> softkey.</li> <li>The call leaves your phone and goes directly to that individual's voicemail.</li> <li>To cancel the transfer process, press the <b>cancel</b> softkey to return to the caller.</li> </ol> <b>Note:</b> The caller ID that registers in the recipient's voicemail is the caller ID of the transferred call.		<b>Make a conference call</b> Conference up to 15 callers, including yourself: <ol style="list-style-type: none"> <li>While on a call, press the <b>conference</b> softkey. The person you're talking to is placed on hold and you receive dial tone.</li> <li>Dial the number of the person you want to add to your call.</li> <li>After announcing the conference, press the <b>conference</b> softkey. All parties will then be connected.</li> <li>If the party does not answer or cannot join the call, press the <b>cancel</b> softkey to release that party and return to your original caller(s).</li> </ol>	



# Poly Edge E100/E220 Quick Reference Guide



## Phone features continued

### Forward calls

Forward your calls to another extension or outside number.

#### To enable forwarding:

1. Press the **forward** softkey. **Note:** If you do not have a forward softkey, press the **home** button, navigate to and select **forward**.
2. Navigate to and highlight the frequency you wish to forward calls (**always, no answer, busy**) then press the **select** softkey.
3. On the keypad, enter the number or extension you want to forward to, then press the **enable** softkey.
4. The icon will display on the top of your screen when enabled.

#### To disable forwarding:

1. To disable, follow steps 1 and 2 above.
2. Press the **disable** softkey to remove forwarding.
3. The icon will no longer display on your screen.

### Call park

Call park allows you to place a call on hold then retrieve from another phone within your office.

#### To park a call:

1. Press the **park** softkey.
2. Enter the extension you wish to park the call against:  
Enter an **extension + #**  
Press the **#** key to park against your extension
3. The call is parked on that extension until retrieved.

#### To retrieve a parked call:

1. Press the **retrieve** softkey (with or without dial tone).
2. When prompted, enter the **extension + #** the call was parked on.  
Enter **#** if it was parked against your extension.

### Do not disturb (DND)

Enabling **DND** will send callers directly to your voicemail.

#### To enable:

1. Press the **DND** softkey. **Note:** If you do not have a DND softkey, press the **home** button, navigate to and select **DND**.
2. The icon will display on the top of your screen when activated.

#### To disable:

1. Press the **DND** softkey again. Or access via the **home** button.
2. The icon will no longer display on your screen.

### Using call logs

Your phone retains a list of call logs. To access, either:

- Press the **recent calls** softkey.
  - Press the **directories** softkey, navigate to and select **call lists**.
  - Press the **home** button, navigate to and select **directories** then press the **select** softkey.
  - Use the **left, down** and **right** navigation buttons.
- You can also access call logs in your end-user portal.

Call logs are shown for the last 60 days. By default, the last 20 of each call type (missed, dialed, received) are available during that period.

### Speed dial 8

Speed dial 8 allows you to program up to 8 contacts using 1-digit codes 2 through 9.

1. With dial tone, dial **\*74**. When prompted, enter the **1-digit code** you'd like to program, followed by a **10-digit phone number**.
2. To use speed dial 8, while the phone is on-hook (no dial tone), dial a **1-digit code** on the keypad, then lift the **handset** or press the **handsfree** button. **Example:** Do not establish dial tone, dial "x", then lift the handset; x = the 1-digit code you want to dial.

### Speed dial 100

Speed dial 100 allows you to program up to 100 contacts using 2-digit codes 00 through 99.

1. With dial tone, dial **\*75**. When prompted, enter the **2-digit code** you'd like to program, followed by the **10-digit phone number**.
2. To use speed dial 100, while the phone is on-hook (no dial tone), enter **# + 2-digit code**, then lift the **handset** or press the **handsfree** button. **Example:** Do not establish dial tone, dial #+xx and lift the handset; xx = the 2-digit code you want to dial.

## Voicemail

### Retrieving voicemail (3 ways to access)

The icon will display on the top of your screen when you have a new voicemail.

#### From your office phone:

1. Press the **VMail** softkey. **Note:** If you do not have a VMail softkey, press the **home** button, navigate to and select **messages**, press the **select** softkey then press the **connect** softkey
2. When prompted, enter your **PIN + #**.

#### From outside the office:

1. Dial the voicemail retrieval number.
2. When prompted, enter your **10-digit phone number + #**.
3. When prompted, enter your **PIN + #**.

#### By calling your direct-dial number:

1. During your greeting, press **\***.
2. When prompted, enter your **PIN + #**.

### Voicemail shortcuts

#### Main menu

- 1 To get your messages
- 3 To work with your greeting

#### After listening to message

- 1 Listen to message again
- 4 Repeat message with details
- 5 Hear message details again
- 7 Delete message
- 8 Reply to message
- 8,8 Place a call to this person
- 9 Save this message

#### While a message is playing

- 3,3,7 Delete message without listening to it
- 1 Rewind message (10 sec)
- 1,1 Restart message from body
- 2 Pause/resume
- 3 Fast forward (10 sec)
- 3,3 Skip to end of message
- 4 Slow the message down

More details are available in the [Voicemail quick reference guide](#).

## VoIP end-user portal

### Overview

The end-user portal allows you to access feature such as call forwarding, DND and call logs.

### Login information

**URL:** <https://voip.lumen.com> (add this link to your favorites)  
**Username:** included in the welcome email from your administrator.  
**Password:** included in the welcome email from your administrator.



## Phone navigation

- 1) Handset  
Microban® antimicrobial protection helps your handset resist the growth of microbes such as bacteria and mold.
- 2) Line keys  
E100: 2                    E220: 4 (image on right)
- 3) Back button  
Return to previous screen
- 4) LED bar: Visual indicator of call & phone status  
**Green** – blinking: incoming call  
**Green** – solid: active call  
**Red** – blinking: all calls on hold and/or new voicemail  
**Yellow** – blinking: idle mode  
**Blue** – chase animation: Bluetooth discovery mode on E220; E100 does not support Bluetooth.
- 5) Color display
- 6) Pagination key  
Used to view additional line screens
- 7) Softkeys  
Context-sensitive keys that change depending on your phone's status
- 8) Home
- 9) Navigation and select buttons
- 10) Headset
- 11) Speakerphone
- 12) Mute
- 13) Volume  
Adjusts volume for handset, headset, speaker and ringer
- 14) Transfer
- 15) Hold



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