

# Lumen<sup>®</sup> Hosted VoIP

Poly Edge E Series

E500/E550 Series

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# What you will learn today

## Getting started

- E500 vs. E550
- Phone navigation
- Dial plan

## Phone and calling features

## Voicemail

- Set up your voicemail
- Ways to access your voicemail
- Access your end-user portal

## 933 emergency testing services

## Help

# Getting started

# Poly Edge E500 vs E550

	Poly Edge E500	Poly Edge E550
Ideal for	Executives and enterprise professionals	Executives and enterprise professionals working from the office or home office
Line keys	12	12
Line/contacts	12 displayed 32 supported	12 displayed 32 supported
Pairing Bluetooth headset and mobile phone	No	Yes
Best choice for hybrid working features	No	Yes

# Phone navigation



- 1 Handset
- 2 Line keys  
E500 & E550: 12 (Note: Line assignments are limited to 32.)
- 3 Back button
- 4 LED bar – visual indicator of call & phone status
  - **Incoming call** – blinking green
  - **Active call** – solid green
  - **All calls on hold** – blinking red
  - **Voicemail** – blinking red
  - **Idle mode** – blinking yellow
  - **Bluetooth discovery mode on E550** – blue chase animation  
(E500 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 Voicemail
- 11 Headset
- 12 Speakerphone
- 13 Mute
- 14 Volume  
Adjusts volume for handset, headset, speaker and ringer
- 15 Transfer
- 16 Hold

# Dial plan

When calling ...	Dial ...
Phones in your office*	2- to 7-digit extension + #
Phones in other offices	10-digit phone number
Local	10-digit phone number
Long distance	10-digit phone number
Toll free	10-digit phone number
International	011 + country code + city code + number
Operator*	0
Information**	411
TTY	711
Emergency services***	911
Emergency services test call*	933
Suicide prevention hotline*	988

\*When dialing extensions or numbers less than 10-digits, press # after the number to make the call process faster.



To avoid timing out before all digits are entered, pre-dial the number on the keypad while the phone is on-hook. Then, press the **dial** softkey, the speakerphone button, or activate your headset.



\*\*Information may be restricted on some phones, charges may apply



\*\*\*Emergency services are tied to the service address of your phone

# Phone and calling features

# Softkey default layout

## On-hook

- Pull
- Directories
- Recent Calls
- Retrieve

## Off-hook

- Lines
- End call
- Directories
- More
- Callers
- Pull
- Retrieve

## During a call

- Hold
- End call
- Transfer
- More
- Conference
- Lines
- ToVMail
- More
- Park

Your softkeys may vary from the default layout depending on how your administrator has decided to program your phone.

If there are more than four softkey actions available, the last softkey will say **more**. Pressing the **more** softkey will show those additional actions.



# Call lists: Access your call history

## All call types

To access missed, received and placed calls, either:

- Press the **recent calls** softkey
- Press the **directories** softkey, navigate to and select **call lists**
- Press the **home** button, navigate to and select **recent call**

## Missed calls

To quickly access calls that were not answered on your phone:

- Press the **down** navigation key

## Received calls

To quickly access calls that were answered on your phone:

- Press the **left** navigation key

## Placed calls

To quickly access a list of calls made from your phone:

- Press the **right** navigation key

## Call list actions

You can take several actions from any call list. Those are covered on the next slide.

## More access to call lists

You can also access call logs from your

- End-user portal (Refer to the Voicemail section for details on accessing this portal.)
- Webex softphone app (Only if this feature has been assigned to you.)

# Call lists: Actions

## Dial

To dial the highlighted number, either:

- Press the **dial** softkey
- Press the **right navigation arrow**

## Information softkey

- See call details such as call time, date, duration and type.
- Add contact to your personal directory.

## Type softkey

See all calls or view a list by the type of calls:

- Missed
- Received
- Placed

## Additional actions

- **Clear** softkey: Press to clear all calls by call type selected.
- **Sort** softkey: Press to sort by date or name then choose ascending or descending.

# Home button options

## Redial softkey

- Select **redial** to call the last number you called.

**Note:** Without pressing the home button, you can redial the last call you made by entering **\*66** on the keypad.

## Messages softkey

- To access, select **voicemail**.

Refer to the Voicemail section for more details.

## Features and preferences

More things you can manage include:

- Enable/disable **call forwarding**
- Enable/disable **DND** (do not disturb)
- Adjust backlight intensity/timeout

Press the **home** button to:

- Access various features and device settings.
- Exit other menus and return to the home screen.

# Caller ID

## Internal users

- Name and extension

## External calls

- Your 10-digit number and company name

## Blocking caller ID

- Enter **\*67** followed by the phone number you wish to dial

# Place a call on hold

## Hold

- To place a call on hold, press the **hold** softkey or **hold** button.
- To retrieve a held call, press the **resume** softkey or the **hold** button again.

## Auto-hold

- While on a call, if a second line is ringing, press the **answer** softkey.
- This automatically places your existing call on hold.
- Toggle between active calls by pressing the **up/down** navigation arrows to make your selection, then press the **resume** softkey.

# Transfer: Consultative

## Consultative transfer

- During a call, press the **transfer** softkey or **transfer** button.
- The active call will now be on hold.
- When you hear dial tone, either:
  - Enter an **extension + #**
  - Enter a **10-digit number**
  - Press the **lines** softkey and press a line key
- When the party answers, announce the call.\*
- Press the **transfer** softkey, **transfer** button or hang up to complete the transfer.

\* If you press the **complete transfer** softkey before the call is answered, this will become a blind transfer.

## Cancel transfer

- If you misdial, press the **<<** softkey to re-enter a number.
- If the party does not answer or cannot take the call, press the **cancel** softkey.
- You will return to the caller.

A **consultative** transfer lets you announce the call prior to completing the transfer process.

- Once the transfer is completed, the recipient will see the caller ID of the transferred call.

# Transfer: Blind

## Blind transfer

- During a call, press the **transfer** softkey or **transfer** button.
- The active call will now be on hold.
- Press the **blind transfer** softkey, then either:
  - Enter an **extension + #**
  - Enter a **10-digit number**
  - Press the **lines** softkey and press a line key
- Your blind transfer is complete, and your phone will disconnect from the call.

## Cancel transfer

- If you misdial, press the **<<** softkey to re-enter a number.
- To cancel your transfer, press the **cancel** softkey.
- You will return to the caller.

A **blind** transfer does not let you announce the call prior to completing the transfer process.

- The recipient will see the caller ID of the transferred call.

# Transfer: To a voicemail box

## Transfer to voicemail

- During a call, press the **ToVmail** softkey.
- Select a voicemail box using a following method:
  - Enter an **extension + #**
  - Enter a **10-digit number**
  - Press the **lines** softkey and press a line key
- The call is released from your phone and goes directly to voicemail.

## Cancel transfer

- If you misdial, press the **<<** softkey to re-enter a number.
- If you make a mistake or change your mind, press the **cancel** softkey.
- This returns you to the original caller.

**Note:** You may need to press the **more** softkey to find the desired softkey.



# Make a conference call

## Conference

You can conference up to 15 callers including yourself.

- With a call in-progress, press the **conference** softkey.
- When you hear dial tone, either:
  - Enter an **extension + #**
  - Enter a **10-digit number**
  - Press the **lines** softkey and press a line key
- After announcing the call, press the **conference** softkey to connect all parties.


## Cancel conference

- If the party does not answer or is not able to join your call, press the **cancel** softkey.
- This returns you to the original caller(s).

**Note:** You may need to press the **more** softkey to find the desired softkey.

# Forward your calls

## Enable

- Press **home\*** button.
- Use the **up/down/select** navigation buttons to highlight and select **forward**.
- Use the **up/down/select** navigation buttons to highlight and select the frequency to forward calls: **always**, **no answer\*\***, **busy**.
- On the keypad, enter the number or extension you wish to forward calls to.
- Press the **enable** softkey.
- The icon  will display on your phone when enabled.

## Disable

- Follow the steps above through selecting the frequency to forward calls.
- Press the **disable** softkey.
- The icon will no longer display on your screen.


\* If you have a **forward** softkey, you can press that instead of the **home** button. You may need to use the **more** softkey to locate the **forward** softkey.

\*\* By default, **no answer** will forward calls after 3 rings. You can change this quantity on the page where you enter the forwarding number. Use the down navigation to select and the keypad to enter a new quantity.

# Do not disturb (DND)

## Enable

When enabled, calls to your number will go directly to voicemail.

- Press **home\*** button.
- Use the **up/down/select** navigation buttons to highlight and select **DND**.
- The icon  will display on your phone when enabled.

## Disable

- Press the **home\*** button.
- Use the **up/down/select** navigation buttons to highlight and select **DND**.
- The icon will no longer display on your phone.

\* If you have a DND softkey, you can press it to enable and disable the feature.  
You may need to use the **more** softkey to locate the **forward** softkey.

# Call park

## Park

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

- During a call, press the **park** softkey.
- Enter the extension you wish to park the call against:  
Enter an **extension + #**  
Press **#** to park against your extension
- The call is parked on that extension until it is retrieved.

## Retrieve

- From any IP phone, press the **retrieve** softkey.
- Enter the extension the call is parked against:  
Enter the **extension + #** the call was parked on  
Enter **#** if the call is parked against your phone

**Note:** You may need to press the **more** softkey to find the desired softkey.

# Push-to-talk (PTT)

## Description

This feature is only available if your administrator has enabled it for your number.

- PTT allows you to initiate a user-to-user talk path.
- Like an intercom, you can make and receive calls that are automatically answered.
- Your administrator will determine if audio is 1-way or 2-way.

## To use

- Press the **PTT** softkey.
- At the tone, enter the **extension + #**.
- After the long beep, make your announcement.

If you don't have a PTT softkey:

- Dial **\*50** followed by the **extension + #**
- After the long beep, make your announcement.

**Note:** You may need to press the **more** softkey to find the desired softkey.  
If the PTT extension you dialed is on a call, their phone will ring until answered.

# Call join

## Description

- Allows you to join two separate calls into one call

## To use

- With one call on hold and a second active call
- Press the **join** softkey
- This brings the caller on hold into your active call

**Note:** You may need to press the **more** softkey to find the desired softkey.

# Anywhere

## Description and adding Anywhere device(s)

The Anywhere feature lets you move active calls from your IP phone to a defined Anywhere device or vice versa.

- Add your **Anywhere device** in your end-user portal or Webex softphone app
- You can have more than one Anywhere device

## Anywhere device to IP phone

- During a call on your Anywhere device press the **pull** softkey
- Your call moves from your Anywhere device and becomes active on your phone
- If you don't have a pull softkey, dial **\*11** from the keypad

## IP phone to Anywhere device

- During a call, dial the **Anywhere pilot number** on your Anywhere device
- When prompted for destination digits, dial **\*11** on the keypad
- Your call moves from your phone to your Anywhere device

**Note:** You may need to press the **more** softkey to find the desired softkey.  
This feature is not included with your service. Your administrator will need to order the feature for it to be available.  
Your administrator will provide you with your Anywhere pilot number.  
For more information, refer to the [End User Portal Guide](#).

# Remote office

## Description and setting up

Remote office allows you to use your home, mobile or hotel phone as your business phone.

- Define your **remote office device** in your end-user portal or Webex softphone app
- You can have only one remote office device
- Enable **remote office** in your end-user portal or on your Webex softphone app

## To use

### Receiving calls

- When enabled, all calls to your desk phone ring to your remote office device only

### Making calls

- When you click-to-dial in your end-user portal, your **remote office device** will ring
- After you answer your remote office device, the call will be sent to the number you dialed
- The person you called will see the call ID of your office phone
- The call will appear to have come from your office phone

**Note:** This feature is only available on premium seat types. If you are unsure of your seat type, ask your administrator.  
For more information, refer to the [End User Portal Guide](#).



# Hoteling guest

## GuestIn

- Press the **GuestIn** softkey
- On the keypad, enter your extension in the **user ID** field
- Navigate to the **password** field and enter the password you assigned in your end-user portal
- Press the **OK** softkey
- Your extension appears on that device to make/receive calls
- You can also access voicemail, call logs and directories

## GuestOut

- Press the **GuestOut** softkey
- This removes your profile from the host device
- In the end-user portal, you can define the maximum time you want to be associated to a host device

**Note:** You may need to press the **more** softkey to find the desired softkey.  
For more information, refer to the [End User Portal Guide](#).

# Contact center: basic

## Description

- A contact center is used by companies with high call volumes
- Callers can hear messages and music on hold while in queue
- Callers remain in queue until an agent becomes available to take their call
- Callers will have the option to press “X” at anytime to leave the queue

## To use

- You will not have to login or logout of the queue
- If you do not want to take calls from the queue, you need to enable your **DND** (do not disturb) feature
- When **DND** is enabled, you will not receive calls from the queue nor calls made directly to your number

**Note:** For more information, refer to the [End User Portal Guide](#).

# Contact center: standard

## Description

- A contact center is used for companies with high call volumes
- Callers can hear messages and music on hold while in queue
- Callers remain in queue until an agent becomes available to take their call
- Callers will have the option to press “X” at anytime, to leave the queue

## To use

- You can log into or out of the queue via softkeys on the phone or via agent client (web app)
- The agent client can be accessed from your end-user portal; a link can then be saved to your favorites
- To log into the queue, press the **ASignIn** softkey
- To log out of the queue, press the **ASignOut** softkey

**Note:** You may need to press the **more** softkey to find the desired softkey.  
For more information, refer to the [End User Portal Guide](#).

# Contact center: standard

## Description

- Agent may need to make themselves **available** after signing into the queue

## To use

- If you are in unavailable status, press the **available** softkey to accept calls
- To remain signed into the queue but not available to receive calls, press the **unavailable** softkey

**Note:** For more information, refer to the [End User Portal Guide](#).

# Hunt groups

## Description

- A hunt group can be used when a group of individuals need to answer a specific phone number
- Multiple 'members' can be added to each hunt group
- A 'member' can be assigned to more than one hunt group

## To use

- Calls ringing to a hunt group will ring on your primary line
- Caller ID will provide the name of the hunt group, as well as the caller ID of the incoming call
- If the call is for another individual, you will need to use the transfer process, you cannot just put the call on hold for another party to pick up

# Speed dial 8

## To program

- Program up to 8 contacts using a 1-digit code 2-9
- With dial tone, dial **\*74**, wait for interrupted dial tone then enter a **1-digit** code
- Enter the **10-digit phone number** you wish to program
- The number is now programmed on that code

## To use

- Leave the phone **on-hook** (no dial tone)
- Press the **1-digit** speed dial code you wish to dial
- Lift the **handset**, press the **speakerphone** button or active your headset
- The number you associated to that code will be dialed

# Speed dial 100

## To program

- Program up to 100 contacts using a 2-digit code 00-99
- With dial tone, dial **\*75**, wait for interrupted dial tone then enter a **2-digit** code
- Enter the **10-digit phone number** you wish to program
- The number is now programmed on that code

## To use

- Leave the phone **on-hook** (no dial tone)
- Enter **# + 2-digit** speed dial code you wish to dial
- Lift the **handset**, press the **speakerphone** button or activate your headset
- Your call is sent to the number programmed on that code

# Voicemail




# Welcome email example

Your welcome email will be sent to you from your administrator and will include your:

- **Voicemail retrieval number** used to access voicemail remotely from any phone
- **Voicemail PIN** (temporary)
- **Portal user ID** (permanent)
- **Portal password** (temporary)

You will also find a link to the portal [lumen.com/voip](https://lumen.com/voip). We recommend adding this link to your favorites for easy access.



**\*Please do not reply to this email. This is an automated email message and responses will not be viewed nor responded to.\***

Welcome to Lumen Hosted VoIP service! You will soon be able to use your IP phone to place and receive calls. The information below will allow you to manage the features of your phone online. Print and save this email for your records. If you have any questions, please contact your Administrator.

Phone Number: 715-555-9107  
Extension: 9107

8XX Voice Mail Retrieval Number: 855-539-6245  
Voice Mail PIN: 202218

Portal User ID: [cecesmith@voip.centurylink.com](mailto:cecesmith@voip.centurylink.com)  
Temporary Portal Password: A9!eekuw4Z\_v

You will be required to change your Temporary Portal Password at first log in.

Learn more about your Lumen Hosted VoIP service, customize your features, view your call logs, and much more at [lumen.com/voip](https://lumen.com/voip)

# Set up your voicemail

Callers cannot leave you a voicemail until you set up your voicemail greeting.

To set up your voicemail:

- Dial the voicemail retrieval number provided in your welcome email
- Enter your temporary PIN
- Record your name
- Set and record your greeting

Refer to the [Quick Reference Guide](#) for an outline of all voicemail prompts.

# Ways to access your voicemail

## From your IP phone

- Press the **home\*** button
  - Navigate to and select **messages**
  - Press the **select** softkey
  - Press the **connect** softkey
  - When prompted, enter your **voicemail PIN followed by #**
- \* If you have a **VMail** softkey, press it instead to quickly access your voicemail box.

## From outside of the office

- From any phone, dial your **voicemail retrieval number** referenced in your welcome email
- When prompted, enter your **10-digit phone number followed by #**
- When prompted, enter your **voicemail PIN followed by #**

## Calling your number directly

- Call your **10-digit phone number**
- During your greeting, press \*
- When prompted, enter your **voicemail PIN followed by #**

## From your end-user portal

- The following slides describe how to log into your end-user portal and access voicemail.

# Access your end-user portal

## Logging into the portal

Locate your welcome email with your user ID and temporary password before continuing.

- Open a browser to [lumen.com/voip](https://lumen.com/voip)
- Click the **login** button
- Enter your **username**
- Click the **next** button
- Enter your **temporary password**
- Click the **sign in** button
- Create a new permanent password
- Click the **save** button

# Portal: Manage your voicemail

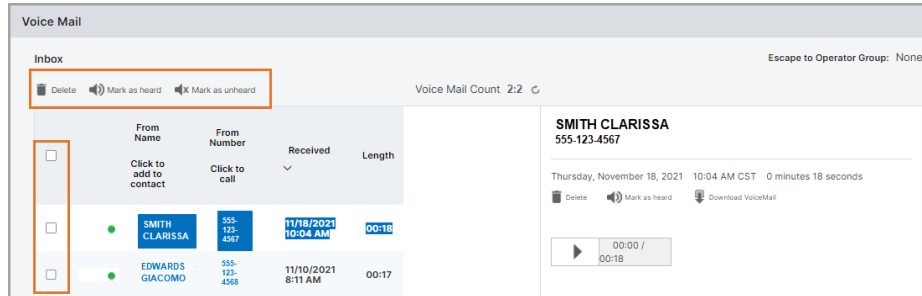
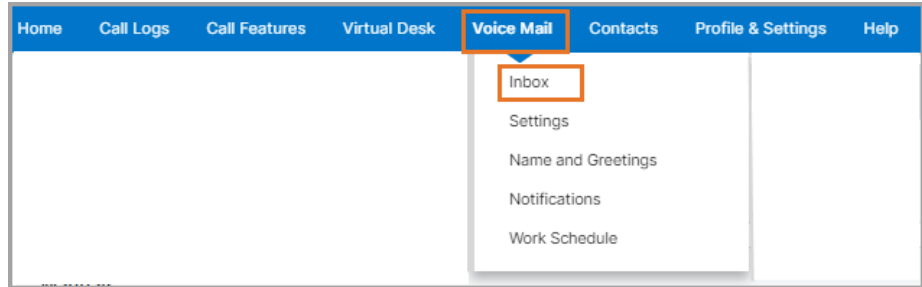
## Inbox

All messages (new and saved) are listed in your inbox.

- Hover your cursor over **voice mail** in the main menu.
- Click **inbox** from the drop-down list.
- Click the appropriate icon to **play**, **delete**, **mark as heard/unheard** or **download voicemail** messages.

**Note:** Playing a message from your portal will turn off the message waiting light on your phone. The message will be saved in your voicemail.

**Note:** Deleting a message from your portal will also delete it from your voicemail box.



# Portal: Manage voicemail settings

## Voicemail settings

- Hover your cursor over **voice mail** in the main menu.
- Click **settings** from the drop-down list.
- Enable/disable preferences such as:
  - Announcement only mailbox
  - Automatically play envelope information
  - Play additional ring before greeting
  - Auto play messages when you login
- Change your **mailbox PIN**
- Adjust the prompt speed of the telephone user interface (TUI) you hear when logged into voicemail
- Enable voicemail forwarding to an email address

### Voice Mail

Voice Mail Messages, Preferences, Mail Forwarding Settings

#### Change your mailbox PIN

⑦ Announcement Only Mailbox:  Enable  Disable

⑦ Mailbox PIN:

6 to 15 numeric characters only. If the Voice Mail PIN is not entered, a Voice Mail Box will not be created for the End User. For additional Voice Mail PIN rules, hover over the question mark on the left.

Verify mailbox PIN:

⑦ Prompt Speed:  ▼

⑦ Automatically Play Envelope Information:  Enable  Disable

⑦ Play Additional Ring before Greeting:  Enable  Disable

⑦ Auto Play:  Enable  Disable

⑦ Voice Mail Forwarding:  ▼

Forward to Email Addresses  
(comma separated, Limited to 5 Email Addresses):

# 933 emergency testing service

## Confirm your 911 info using 933

Your Hosted VoIP service includes a courtesy 933 service to confirm your information is accurate with emergency services.

When you call 933, an automated recording will play your telephone number and address. This service gives you peace of mind while keeping 911 lines open for emergencies.

This service should not be used until your phone number has ported to Lumen and all associated orders are closed. To learn more, refer to the [933 FAQs](#).

# Need help?

## Repair

If you are experiencing issues with your phone or service, contact repair.

- From your IP phone (Hosted VoIP only), dial **611**, **option 1, 2, 2, 3** then the **10-digit number** experiencing issues.
- From all other phones, dial **877.453.8353**, **option 1, 2, 2, 3** then the **10-digit number** experiencing issues.

Repair is available 24x7x365.

## Portal

Refer to [VoIP portal capabilities](#) for a list of what you can manage in your Hosted VoIP self-service portal. After logging in ([lumen.com/voip](https://lumen.com/voip)), click on **Help** from the main menu for a selection of guides.

If you have additional questions or would like to request more training, contact the Help Desk.

1. Click **chat with an expert** from any page in the portal (administrator portal only)
2. Call 844.88LUMEN (844.885.8636)
3. Email [MACDesk@lumen.com](mailto:MACDesk@lumen.com)

Help Desk hours are Monday – Friday from 8 a.m. to 7 p.m. ET.





**Thank you for  
being a Lumen customer.**