

Lumen[®] Hosted VoIP

Poly Edge E Series

E100/E220 Series

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What you will learn today

Getting started

- E100 vs. E220
- 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 E100 vs E220

	Poly Edge E100	Poly Edge E220
Ideal for	Entry level Common areas Lobbies	Entry level Common areas Lobbies
Line keys	2	4
Line/contacts	2 displayed 8 supported	4 displayed 16 supported
Pairing Bluetooth headset and mobile phone	No	Yes
Best choice for hybrid working features	No	Yes

Phone navigation



Above: Image of E220

- 1 Handset
- 2 Line keys
E100: 2 E220: 4
- 3 Back button
- 4 LED bar – visual indicator of call & phone status
 - Green** Solid – active call Blinking – incoming call
 - Red** Solid – voicemail Blinking – all calls on hold
 - Yellow** Blinking – idle mode
 - Blue** Chase animation – Bluetooth discovery mode for 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

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. 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
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

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
- 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

LUMEN[®] VoIP Administration and User Management

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Manage My VoIP Service

VoIP Login

We have made changes to our log-in experience. When you click on Login, please be sure to use your BVOIP login username (e.g. pat.doe or pat.doe@voip.centurylink.com) and password.

Log in

Have you confirmed your 911 information is accurate? If not, 933 to the rescue.

Lumen now offers business customers a courtesy 933 service that allows you 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.

Welcome to Lumen.

Sign In

Sign in to your Lumen portal account.

Username [Not you?](#)

cecesmith@voip.centurylink.com

Password

→ Password

SIGN IN

Password Reset

You must reset your password to continue. This is required because the password you currently have is a temporary password. Clicking cancel will take you back to the login screen.

* New Password: →

* Confirm Password: →

SAVE CANCEL

Portal: Manage your voicemail

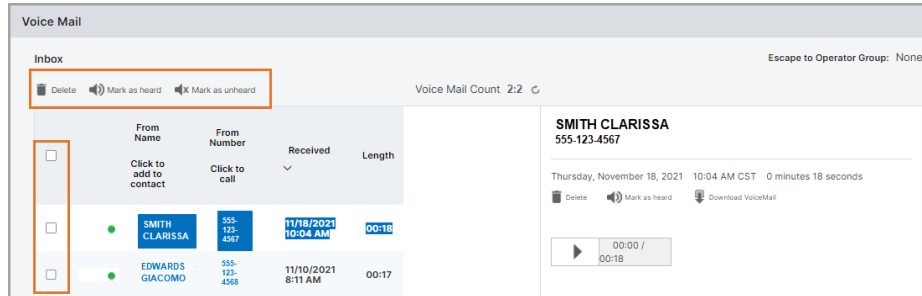
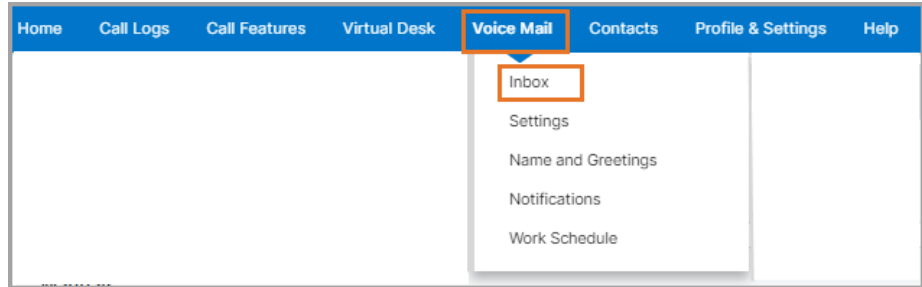
Inbox

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), 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

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



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