



Getting started

Setting up your voicemail	Making calls to...	
<p>Before setting up your voicemail:</p> <ul style="list-style-type: none"> Locate your welcome email which has your temporary PIN and the voicemail retrieval number. Review the voicemail PIN guidelines below to create a new PIN. <p>From your office phone:</p> <ol style="list-style-type: none"> 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. When prompted, enter the temporary PIN + #. Follow the prompts to create a new PIN. Follow the prompts to record your name and set your greeting. <p>From outside of the office:</p> <ol style="list-style-type: none"> Dial the voicemail retrieval number from your welcome email. When prompted, enter your 10-digit phone number + #. Follow steps 2 to 4 above to finish setting up your voicemail. 	Phones in your office¹	Extension dialing (2-7 digits + #)
	Local	10-digit phone number
	Long distance	10-digit phone number
	Toll-free	10-digit phone number
	International²	011 + country code + city code + #
	Operator^{1,2}	0
	Information^{1,2}	411
	TTY¹	711
	Emergency services³	911
	Emergency services test call³	933
Suicide prevention hotline	988	
Voicemail PIN guidelines	<p>¹ When dialing extensions or numbers less than 10 digits, add a # after the number to make the call go through faster.</p> <p>² International, operator and/or information calls may be restricted on some phones; charges may apply.</p> <p>³ Emergency services are tied to the service address of your phone.</p>	
<p>PINs are required and cannot be skipped when logging into voicemail.</p> <ul style="list-style-type: none"> PINs must be 6-15 numeric digits in length The PIN cannot solely consist of your telephone number or any part of your telephone number The same digit cannot be repeated more than twice: Allowed examples: 11xxxx, xxx88xxx, xxxxxx99 Not allowed examples: 222xxx, xx444xx, 77777 The entire PIN cannot be sequential (ascending or descending): Allowed examples: 012347, 98761, 01234560 Not allowed examples: 123456, 0123456789, 9876543210 		

Phone features

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



Phone features continued

<h3>Forward calls</h3> <p>Forward your calls to another extension or outside number.</p> <p>To enable forwarding:</p> <ol style="list-style-type: none"> 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. <p>To disable forwarding:</p> <ol style="list-style-type: none"> 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. 	<h3>Call park</h3> <p>Call park allows you to place a call on hold then retrieve from another phone within your office.</p> <p>To park a call:</p> <ol style="list-style-type: none"> 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. <p>To retrieve a parked call:</p> <ol style="list-style-type: none"> 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.
<h3>Do not disturb (DND)</h3> <p>Enabling DND will send callers directly to your voicemail.</p> <p>To enable:</p> <ol style="list-style-type: none"> 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. <p>To disable:</p> <ol style="list-style-type: none"> 1. Press the DND softkey again. Or access via the home button. 2. The icon will no longer display on your screen. 	<h3>Using call logs</h3> <p>Your phone retains a list of call logs. To access, either:</p> <ul style="list-style-type: none"> • 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. <p>You can also access call logs in your end-user portal.</p> <p>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.</p>
<h3>Speed dial 8</h3> <p>Speed dial 8 allows you to program up to 8 contacts using 1-digit codes 2 through 9.</p> <ol style="list-style-type: none"> 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. 	<h3>Speed dial 100</h3> <p>Speed dial 100 allows you to program up to 100 contacts using 2-digit codes 00 through 99.</p> <ol style="list-style-type: none"> 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

<h3>Retrieving voicemail (3 ways to access)</h3> <p>The icon will display on the top of your screen when you have a new voicemail.</p> <p>From your office phone:</p> <ol style="list-style-type: none"> 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 + #. <p>From outside the office:</p> <ol style="list-style-type: none"> 1. Dial the voicemail retrieval number. 2. When prompted, enter your 10-digit phone number + #. 3. When prompted, enter your PIN + #. <p>By calling your direct-dial number:</p> <ol style="list-style-type: none"> 1. During your greeting, press *. 2. When prompted, enter your PIN + #. 	<h3>Voicemail shortcuts</h3> <table border="1"> <thead> <tr> <th>Main menu</th> <th>While a message is playing</th> </tr> </thead> <tbody> <tr> <td>1 To get your messages</td> <td>3,3,7 Delete message without listening to it</td> </tr> <tr> <td>3 To work with your greeting</td> <td>1 Rewind message (10 sec)</td> </tr> <tr> <td colspan="2">After listening to message</td> </tr> <tr> <td>1 Listen to message again</td> <td>1,1 Restart message from body</td> </tr> <tr> <td>4 Repeat message with details</td> <td>2 Pause/resume</td> </tr> <tr> <td>5 Hear message details again</td> <td>3 Fast forward (10 sec)</td> </tr> <tr> <td>7 Delete message</td> <td>3,3 Skip to end of message</td> </tr> <tr> <td>8 Reply to message</td> <td>4 Slow the message down</td> </tr> <tr> <td>8,8 Place a call to this person</td> <td></td> </tr> <tr> <td>9 Save this message</td> <td></td> </tr> </tbody> </table> <p>More details are available in the Voicemail quick reference guide.</p>	Main menu	While a message is playing	1 To get your messages	3,3,7 Delete message without listening to it	3 To work with your greeting	1 Rewind message (10 sec)	After listening to message		1 Listen to message again	1,1 Restart message from body	4 Repeat message with details	2 Pause/resume	5 Hear message details again	3 Fast forward (10 sec)	7 Delete message	3,3 Skip to end of message	8 Reply to message	4 Slow the message down	8,8 Place a call to this person		9 Save this message	
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VoIP end-user portal

<h3>Overview</h3> <p>The end-user portal allows you to access feature such as call forwarding, DND and call logs.</p>	<h3>Login information</h3> <p>URL: https://voip.lumen.com (add this link to your favorites)</p> <p>Username: included in the welcome email from your administrator.</p> <p>Password: included in the welcome email from your administrator.</p>
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Poly Edge E300/E350 Quick Reference Guide

LUMEN®

Phone navigation

- 1) Handset
Microban® antimicrobial protection helps your handset resist the growth of microbes such as bacteria and mold.
- 2) Line keys
E300 & E350: 8
- 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 E350; E300 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



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