



Poly Edge E500/E550 Quick Reference Guide

Getting started

Setting up your voicemail

Before setting up your voicemail:

- 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.

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 **temporary PIN + #**.
3. Follow the prompts to create a new PIN.
4. Follow the prompts to record your name and set your greeting.

From outside of the office:

1. Dial the voicemail retrieval number from your welcome email.
2. When prompted, enter your **10-digit phone number + #**.
3. Follow steps 2 to 4 above to finish setting up your voicemail.

Voicemail PIN guidelines

PINs are required and cannot be skipped when logging into voicemail.

- 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

Making calls to...

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

- ¹ When dialing extensions or numbers less than 10 digits, add a # after the number to make the call go through faster.
- ² International, operator and/or information calls may be restricted on some phones; charges may apply.
- ³ Emergency services are tied to the service address of your phone.

Phone features

Consultative transfer

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

1. 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.
2. Dial the **extension + #, 10-digit number**, or press the **lines** softkey to select from your line keys.
3. After announcing the call, press the **transfer** softkey, **transfer** button or hang up to complete the transfer.
4. 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.

Note: Once the call is transferred, the recipient will see the caller ID of the transferred call.

Blind transfer

A blind transfer does not allow you to announce the caller.

1. 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.
2. Press the **blind transfer** softkey.
3. Enter the **extension + #, 10-digit number** or press the **lines** softkey to select from your line keys.
4. The blind transfer is complete.
5. 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.

Note: The recipient will see the caller ID of the transferred call.

Transfer a call to voicemail

To transfer a call directly to voicemail:

1. 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.
2. Dial the recipient's extension and press the **enter** softkey.
3. The call leaves your phone and goes directly to that individual's voicemail.
4. To cancel the transfer process, press the **cancel** softkey to return to the caller.

Note: The caller ID that registers in the recipient's voicemail is the caller ID of the transferred call.

Make a conference call

Conference up to 15 callers, including yourself:

1. While on a call, press the **conference** softkey. The person you're talking to is placed on hold and you receive dial tone.
2. Dial the number of the person you want to add to your call.
3. After announcing the conference, press the **conference** softkey. All parties will then be connected.
4. 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).




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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.



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Phone navigation

- 1) Handset
Microban® antimicrobial protection helps your handset resist the growth of microbes such as bacteria and mold.
- 2) Line keys
E500 & E550: 12
Note: Line assignments are limited to 32.
- 3) Back button – Return to previous screen
- 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
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
Controls handset, headset, speaker and ringer volume
- 15) Transfer
- 16) Hold



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