

# Lumen<sup>®</sup> Hosted VoIP Training

Poly VVX 4xx series phones

Services not available everywhere. Business customers only. Lumen may change, cancel or substitute products and services, or vary them by service area at its sole discretion without notice.

LUMEN<sup>®</sup>

# What you'll learn today



Getting started

Dial plan

Phone and calling features

Unified communications

# Getting started

# Phone navigation



# 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

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



\*\*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

# Soft key default layout

## On-hook

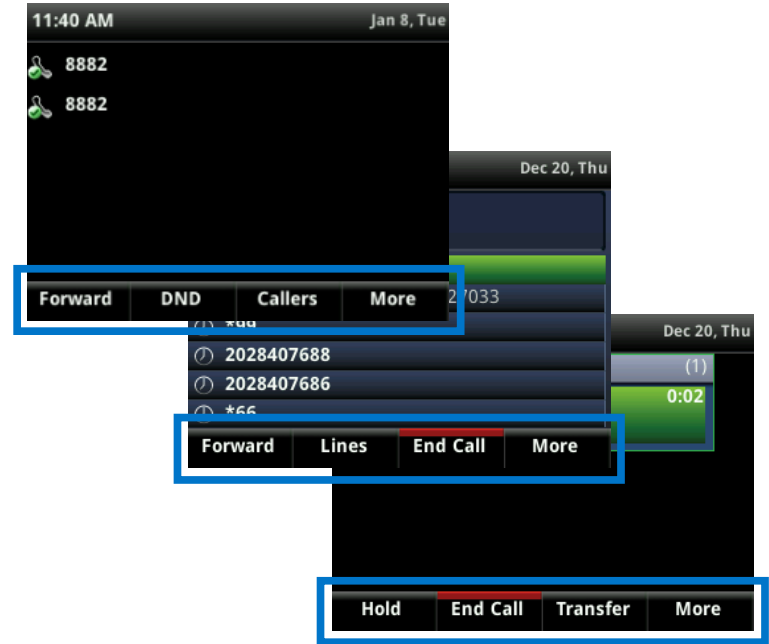
- Forward
- DND
- Callers
- More

## Off-hook

- Forward
- Lines
- End Call
- More

## During a call

- Hold
- End Call
- Transfer
- More



# Home view

## Home button

- Press the **Home** button to access various features

## Recents

- Missed call log
- Received call log
- Placed call log

## User preferences

- Change ring tones
- Date and Time settings
- Enable/disable call forwarding
- Enable/disable DND





# Caller ID

## Internal users

- Extension and name

## External calls

- Your 10-digit number and company name

## Blocking caller ID

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

## Redial

- Press the **Redial** soft key or dial **\*66** on the key pad



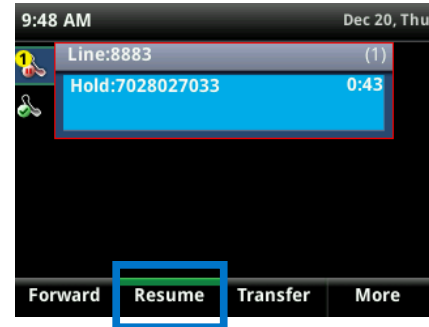
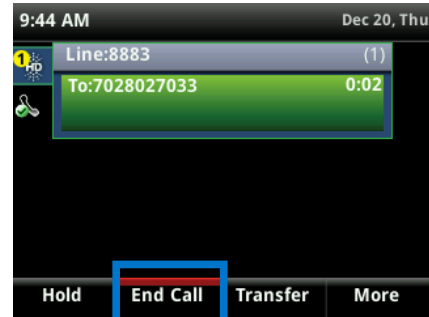
# Placing a call on hold

## Hold

- To place a call on hold, press the **Hold** soft key or **Hold** button
- To retrieve a held call, press the **Resume** soft key

## Auto-hold

- While on a call, if a second line is ringing, press the **Answer** soft key
- This automatically places your existing call on hold
- Toggle between calls by pressing the Up/Down navigation key to make your selection, then press the **Resume** soft key



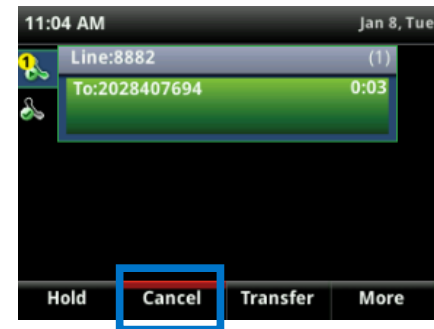
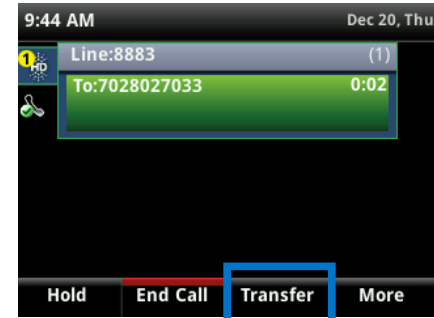
# Consultative transfer

## Consultative transfer

- While on a call, press the **Transfer** soft key or **Transfer** button
- When you hear dial tone, enter the **extension+#** or the **10-digit number** you wish to transfer to
- When the party answers, announce the call
- Press the **Transfer** soft key, button or hang up to complete the transfer

## Cancel transfer

- If the party does not answer or does not wish to take the call
- Press the **Cancel** soft key
- This returns you to the caller



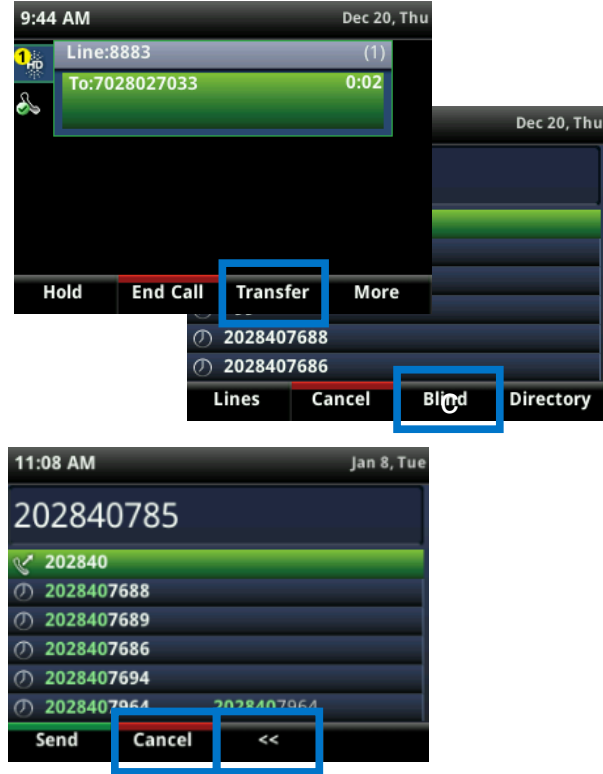
# Blind transfer

## Blind transfer

- While on a call, press the **Transfer** soft key or **Transfer** button
- Press the **Blind** soft key
- When you hear dial tone, enter the **extension+#** or the **10-digit number** you wish to transfer to
- Your blind transfer is complete

## Cancel transfer

- If you miss dial, press the << soft key
- To cancel your blind transfer, press the **Cancel** soft key
- This returns you to the caller



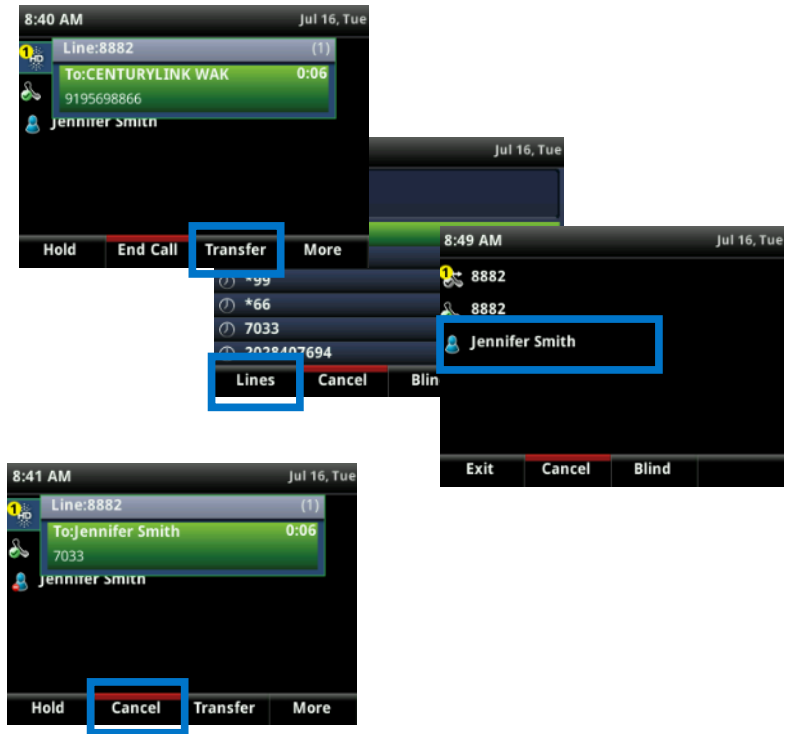
# Transfer using BLFs

## BLF transfer

- While on a call, press the **Transfer** soft key or **Transfer** button
- Press the **Lines** soft key
- Press the physical line key button next to the BLF you wish to transfer to
- Announce the caller, then press the **Transfer** soft key or **Transfer** button

## Cancel BLF transfer

- If the party does not answer or does not wish to take the call
- Press the **Cancel** soft key
- This returns you to the caller



Note: The party receiving the transfer sees caller ID of the calling party, not the caller ID of the transferring device.

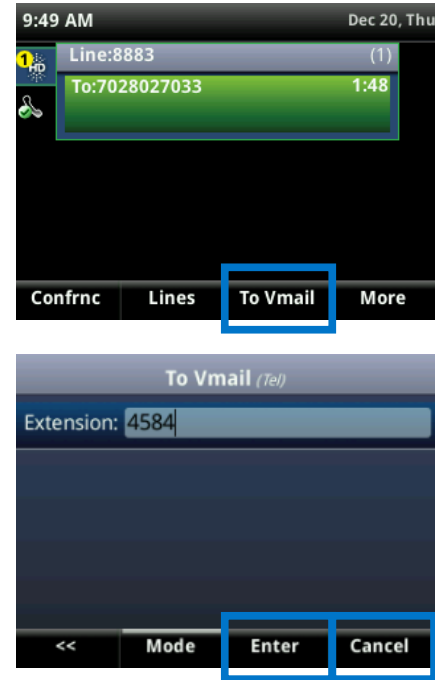
# Transferring a call to voicemail

## To voicemail

- While on a call, press the **ToVmail** soft key
- Enter the extension and press the **Enter** soft key
- The call is released from your phone and goes directly to voicemail

## Cancel transfer

- If you make a mistake or change your mind, press the **Cancel** soft key
- This returns you to the caller



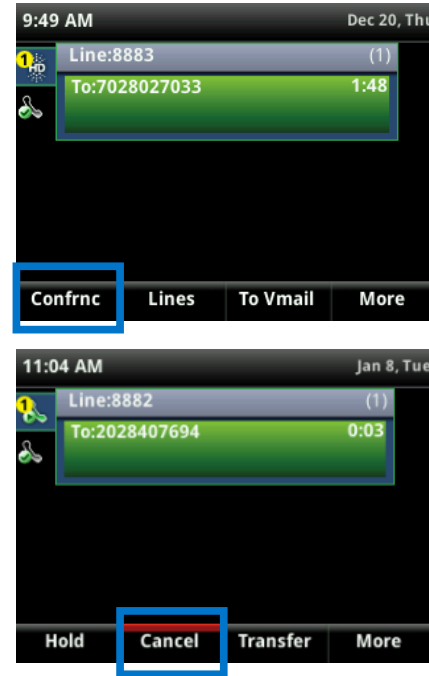
# Making a conference call

## Conference

- You can conference up to 15 individuals
- With a call in progress, press the **Confrcnc** soft key
- When you hear dial tone, enter the number for the party you wish to add to your call
- After you announce the call, press the **Confrcnc** soft key

## Cancel conference

- If the party does not wish to join your call or you receive their voicemail, press the **Cancel** soft key
- This returns you to the caller(s)



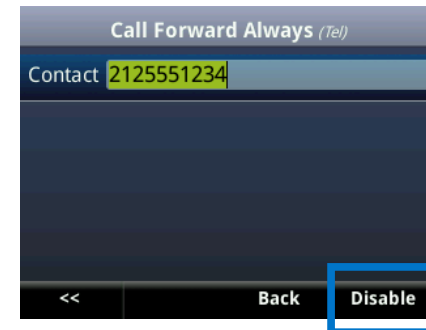
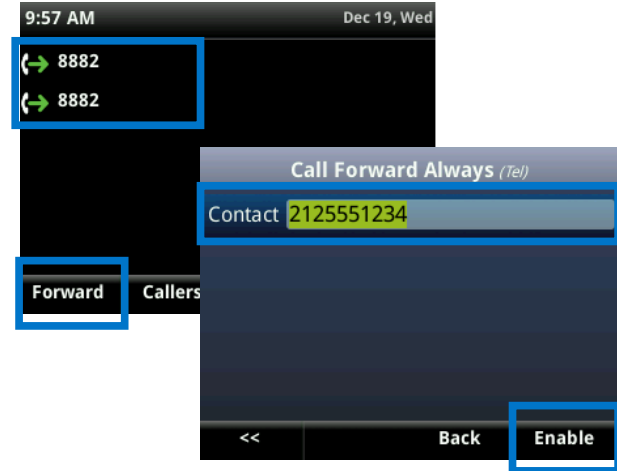
# Forwarding your calls

## Enable

- Press the **Forward** soft key
- Press the **Up/Down** navigation key to select the desired forwarding option: **Always, No Answer, Busy**
- On the keypad, enter the number or extension you wish to forward to
- Press the **Enable** soft key
- All incoming calls ring to that destination

## Disable

- An icon next to your extension visually indicates your device is forwarded
- Press the **Forward** soft key
- Press the option you wish to disable
- Press the **Disable** soft key
- Calls again ring to your phone





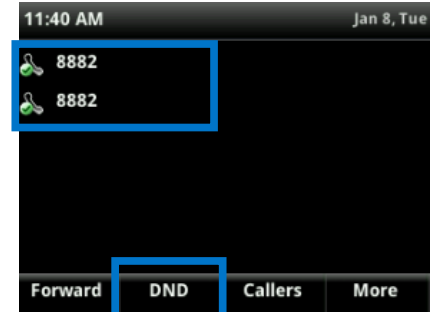
# Do not disturb (DND)

## Enable

- Press the **DND** soft key
- The icon next to your primary line keys change providing a visual that your phone is in DND mode
- Callers go directly to voicemail
- If you monitor other individuals on your phone, use the Up/Down navigation key to select the line(s) you want to place in DND mode, then press the **Enable** soft key

## Disable

- Press the **DND** soft key
- Callers resume ringing to your phone
- If you enabled DND on lines you monitor, use the Up/Down navigation key to select the lines you want to disable, then press the **Disable** soft key



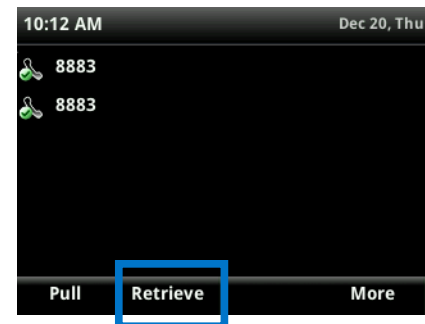
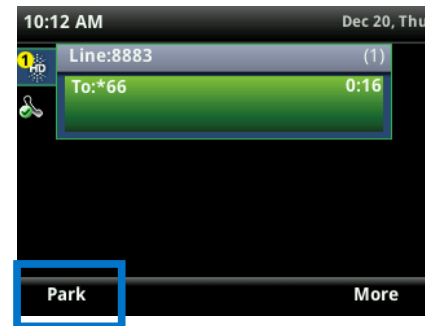
# Call park

## Park

- With a call in progress, press the **Park** soft key
- To park against your extension, simply press the **#** key
- To park against another extension, enter the **extension+#**
- The call is parked on that extension until it's retrieved

## Retrieve

- From any handset, press the **Retrieve** soft key
- Enter the **extension+#** the call was parked on



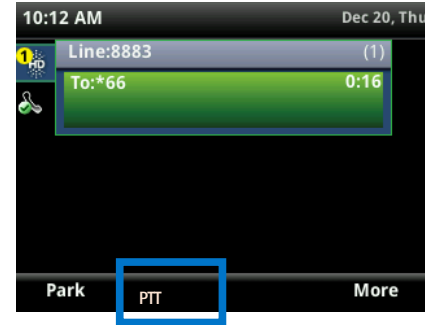
# Push-to-talk (PTT)

## Description

- Push To Talk allows you to initiate a user-to-user talk path
- Similar to an intercom feature

## Push-to-talk

- Press the **PTT** (or Intercom) soft key
- At the tone, enter the extension of the party you wish to speak to
- Make your announcement
- If you don't have a PTT or intercom soft key, dial **\*50** followed by the extension



Note: If the party you're intercomming is on a call, you will not interrupt or barge-in, they must answer your incoming intercom in order to speak to you.

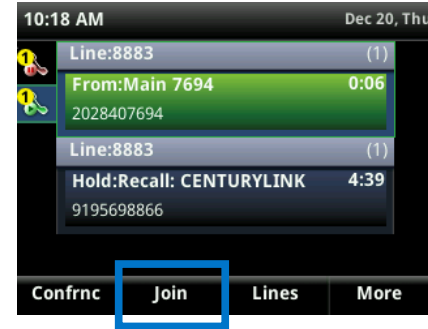
# Call join

## Description

- Allows you to join two separate calls into one call

## Push-to-talk

- With a call in progress, and a call on hold
- Press the **Join** soft key
- This brings the caller on hold into your active call



# Using call logs

## Missed calls

- Incoming calls to your phone unanswered
- Press the **Caller** softkey or press the **Down** navigation key

## Received calls

- Incoming calls to your phone that you did answer
- **Caller** soft key or press the **Left** navigation key

## Placed calls

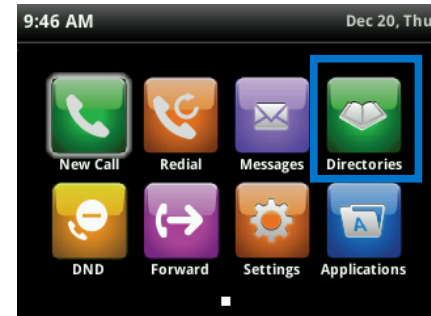
- Outbound calls that you made
- Internal or external
- **Caller** soft key or **Right** navigation key

## Additional detail

- Access call logs from your phone, End User Portal or Business Communicator
- These options will be reviewed in a later course

Call Lists		
Missed	Main 7694 2028407694	10:26 AM
Received	Main 7694 2028407694	10:18 AM
Received	Recall: CENTURYLINK WAK; ... 9195698866	10:13 AM
Placed	*68 *68	10:12 AM
Placed	*66 *66	10:12 AM

Dial   Info   Type   More



# Speed dial 8

## To program

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

## To use

- While the phone is **On-Hook** (no dial tone)
- On the keypad, press the **1-digit** speed dial code you wish to dial
- Lift the **Handset** or press the **Speakerphone** button to continue
- Your call is sent to the number programmed on that code



# Speed dial 100

## To program

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

## To use

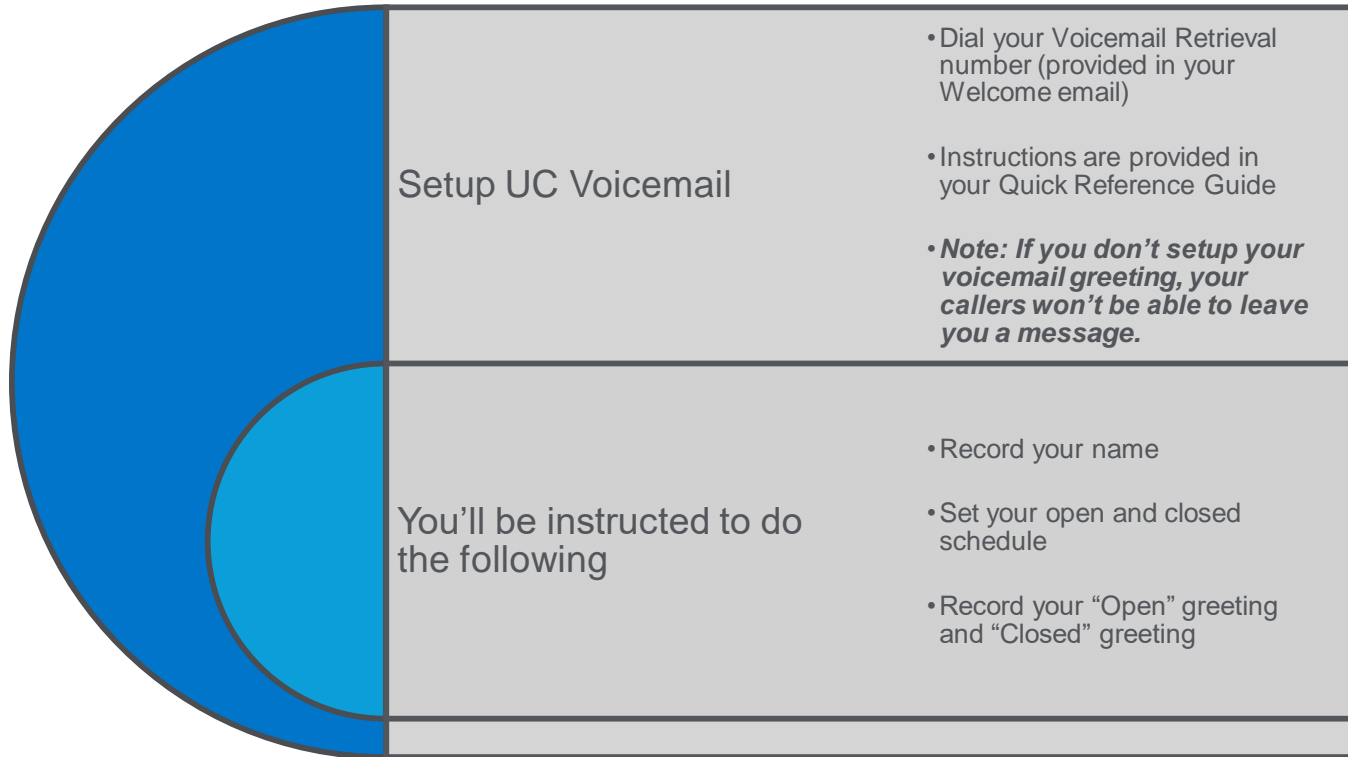
- While the phone is **On-Hook** (no dial tone)
- On the keypad, enter **#+2-digit** speed dial code you wish to dial
- Lift the **Handset** or press the **Speakerphone** button to continue
- Your call is sent to the number programmed on that code



# Unified communications



# Setting up your unified communications voicemail



# Ways to access voicemail

## From your IP handset

- Press the **Voicemail** button 
- When prompted, enter your **voicemail passcode followed by #**

## From outside of the office

- From any phone, dial your **Voicemail Retrieval** number (reference your welcome email)
- When prompted, enter your **10-digit phone number followed by #**
- When prompted, enter your **voicemail passcode followed by #**

## Calling your number directly

- Call your **10-digit phone number**
- When you hear your greeting, press \* on your key pad
- When prompted, enter your **voicemail passcode followed by #**

# Unified communications

**URL:** <http://Lumen.com/voip>

**User ID:** refer to your welcome email

**Password:** refer to your welcome email

Make this link a Favorite for easy access

## Sample welcome email:

**\*Do Not Reply To This Email. It Was Sent From An Automated Service.\***

Welcome to CenturyLink Hosted VoIP service! You can now use your IP phone to place and receive calls. The information below will allow you to manage the features of your phone online. Print this email for your records. If you have any questions, email your Administrator.

Phone Number: 503-736-2707  
Extension: 2707

8XX Voice Mail Retrieval Number: 855-539-6245  
Voice Mail PIN: 270799

Portal User ID: [loginname@company.com](mailto:loginname@company.com)  
Temporary Portal Password: [Passcode](#)

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

You have been assigned a Seat with the Enterprise Assistant with Outlook Integration Toolbar feature and can be accessed via the Help Tab in your Hosted VoIP Portal.

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



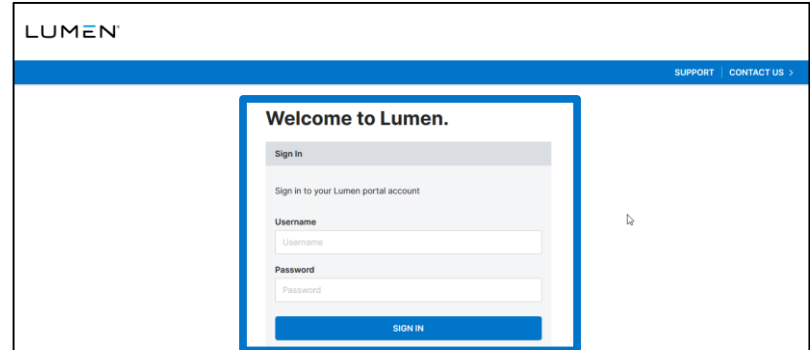
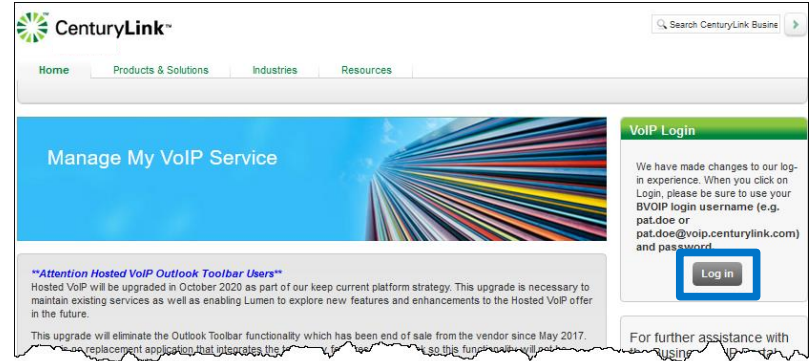
# Unified communications

## Hosted VoIP portal

- Click the **Login** button

## Sign in page

- Enter your **Username** and **Password** in the appropriate fields
- Refer to your welcome email for login credentials
- Click the **SIGN IN** button



# Unified communications

Hosted VoIP end user portal

View/play messages

Setup/edit notifications

Change voicemail settings

Reset you voicemail passcode

Manage your greetings

# Unified communications

## Inbox

- Click on **Voice Main** from the main menu
- Click on **Inbox** from the sub menu
- Your inbox displays all messages, played/unplayed, that are in your voicemail box
- **Play** messages, **delete** messages
- If you delete a message from your portal, it will be deleted from your voicemail box
- If you play a message from your portal, your message waiting light goes out, but the message will still be considered new in your voicemail box

The screenshot displays a web interface for managing voice mail. At the top, a navigation bar includes 'Home', 'Call Logs', 'Call Features', 'Virtual Desk', 'Voice Mail', 'Contacts', 'Profile & Settings', and 'Help'. The 'Voice Mail' menu item is highlighted. Below this, a sub-menu shows 'Inbox', 'Settings', 'Name and Greetings', 'Notifications', and 'Work Schedule'. The 'Inbox' sub-menu item is also highlighted. The main content area is titled 'Voice Mail' and 'Inbox'. It features a 'Voice Mail Count: 2/2' indicator. A table lists messages with columns for 'From Name', 'From Number', 'Received', and 'Length'. The first message is from 'withheld' and was received on '09/29/2015 8:57 AM' with a length of '00:03'. The second message is from 'CCStd Sup1' with number '919-569-8177' and received on '09/29/2015 8:57 AM' with a length of '00:02'. To the right of the table, a message detail panel shows 'withheld' and 'Tuesday, September 29, 2015 08:57 AM CDT 0 minutes 3 seconds'. It includes a 'Delete' button, a 'Listen as heard' button, and a 'Download Voicemail' button. A play button and a progress indicator '00:00 / 00:03' are also visible.

# Unified communications

## Inbox

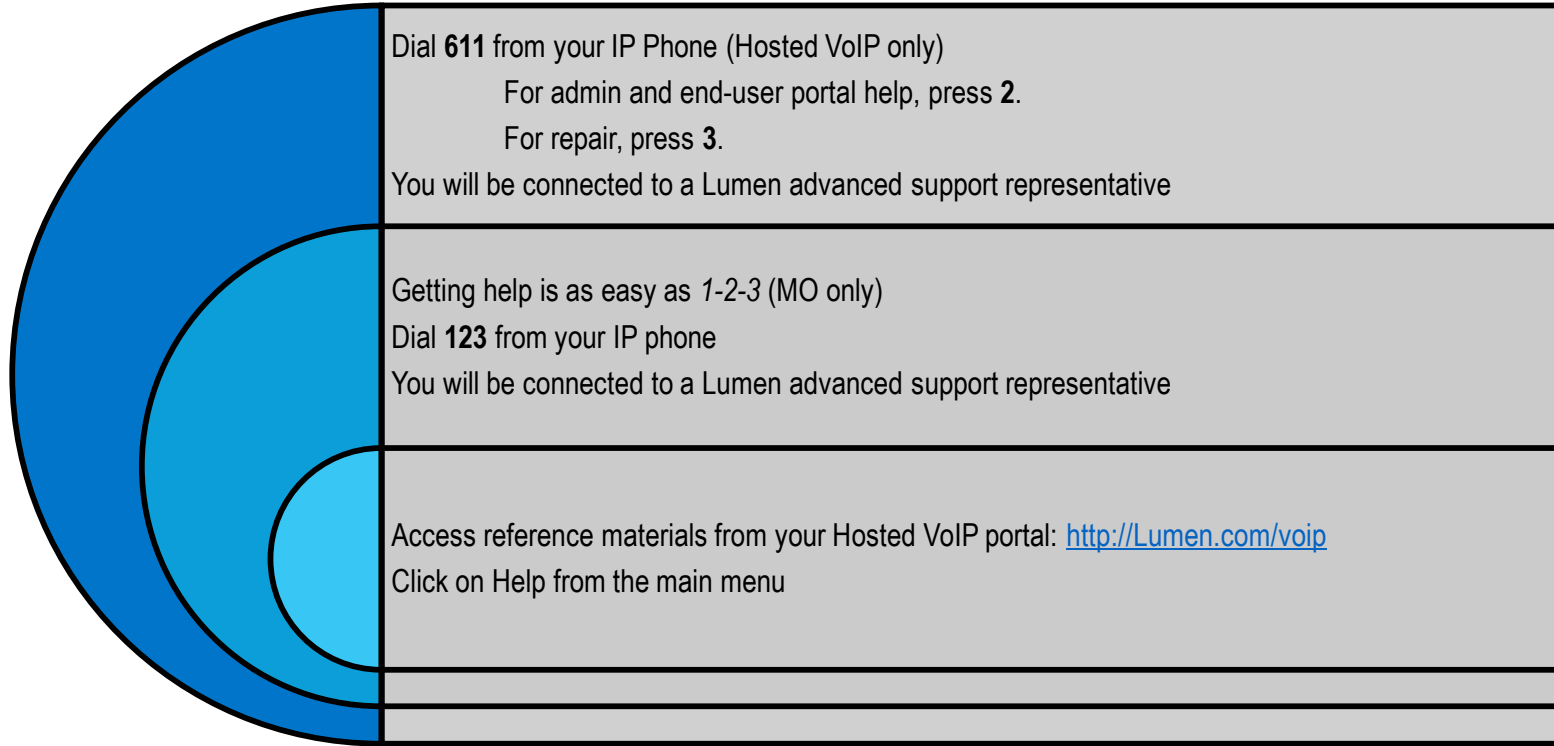
- Click on **Settings** from the sub menu
- Change preferences such as:
  - **Announcement only mailbox**
  - **Change mailbox PIN**
  - **Auto play**
- **Etc.**
- Set up/edit forwarding of all voicemail messages

The screenshot displays the 'Voice Mail' settings page in a web application. The navigation bar at the top includes 'Home', 'Call Logs', 'Call Features', 'Virtual Desk', 'Voice Mail', 'Contacts', 'Profile & Settings', and 'Help'. The 'Settings' sub-menu is active, showing options for 'Inbox', 'Name and Greetings', 'Notifications', and 'Work Schedule'. The main content area is titled 'Voicemail Messages, Preferences, Mail Forwarding Settings' and contains a form titled 'Change your mailbox PIN'. The form includes several settings:

- Announcement Only Mailbox:** Radio buttons for 'Enable' and 'Disable' (selected).
- Mailbox PIN:** A text input field with a note: '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:** A text input field.
- Prompt Speed:** A dropdown menu set to 'Standard'.
- Automatically Play Envelope information:** Radio buttons for 'Enable' and 'Disable' (selected).
- Play Additional Ring before Greeting:** Radio buttons for 'Enable' (selected) and 'Disable'.
- Auto Play:** Radio buttons for 'Enable' and 'Disable' (selected).
- Voice Mail Forwarding:** A dropdown menu set to 'Disable'.

At the bottom of the form is a text area for 'Forward to Email Addresses (comma separated, Limited to 5 Email Addresses):'. The form concludes with 'Save' and 'Cancel' buttons.

# Need help?







# Thank you!