

Lumen[®] Hosted VoIP Training

Poly VVX 50x/60x 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[®]

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
- Directory
- DND
- Callers
- More

Off-hook

- Dialpad
- Directory
- Recent
- Favorites

During a call

- Forward
- 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

Home view

- 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



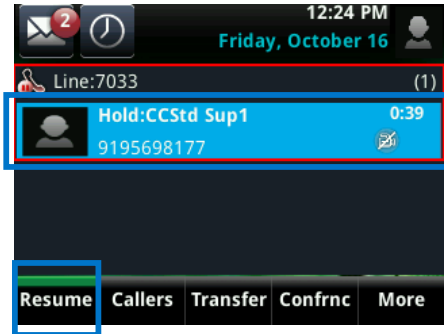
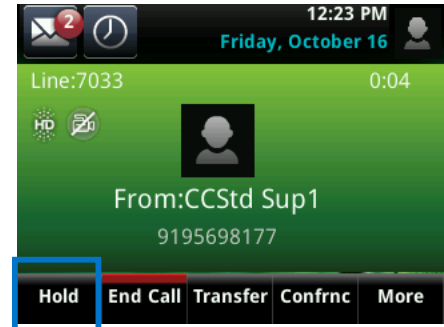
Placing a call on hold

Hold

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

Auto-hold

- ..., tap the **Answer** soft key on the color touch screen
- This automatically places your existing call on hold
 - Toggle between active calls by tapping the held line key, then tap the **Resume** soft key



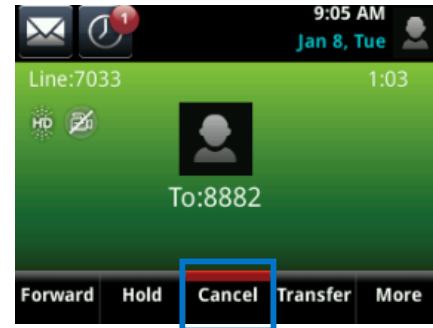
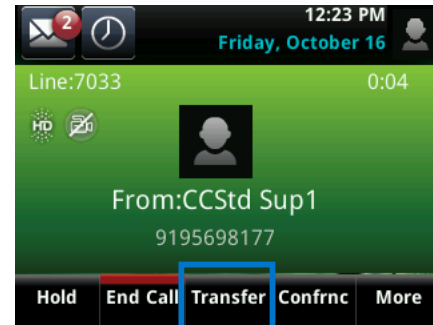
Consultative transfer

Consultative transfer

- While on a call, tap the **Transfer** soft key
- 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
- Tap the **Transfer** soft key or hang up to complete the transfer

Cancel transfer

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



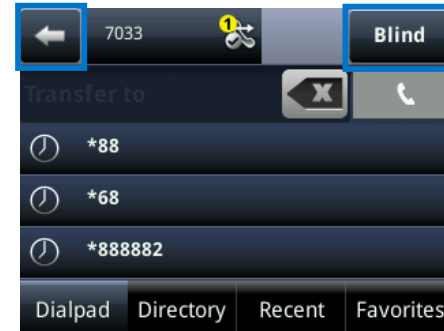
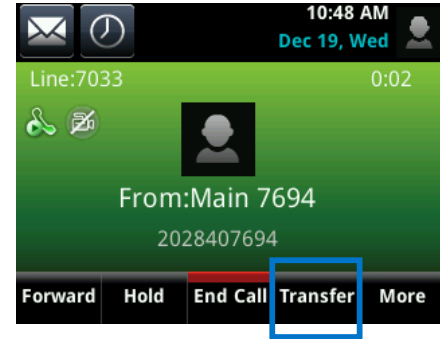
Blind transfer

Blind transfer

- While on a call, tap the **Transfer** soft key
- Tap the **Blind** button in the upper right corner of the display
- 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, tap the “**X**” button in the upper right corner of your display and re-enter the correct digits
- To cancel, tap the **Back Arrow** button in the upper left corner (this must be done before the # is pressed or the 10th digit is entered)
- This returns you to the caller



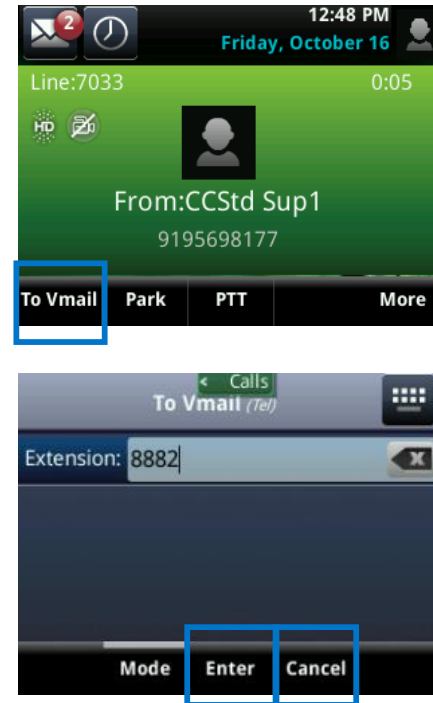
Transferring a call to voicemail

To voicemail

- While on a call, tap the **To Vmail** soft key
- Enter the extension then tap 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, tap the **Cancel** soft key
- This returns you to the caller



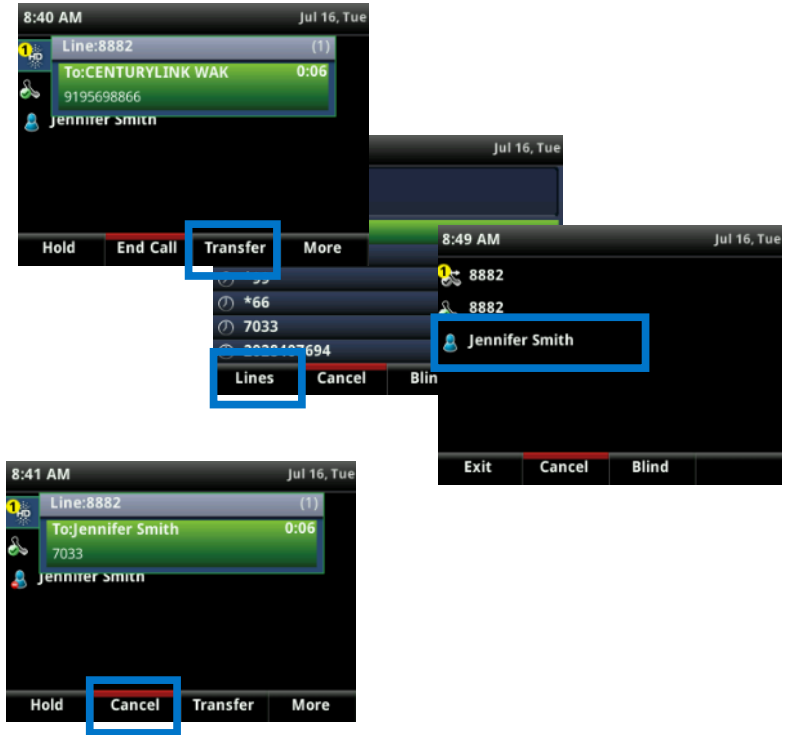
Transfer using BLFs

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



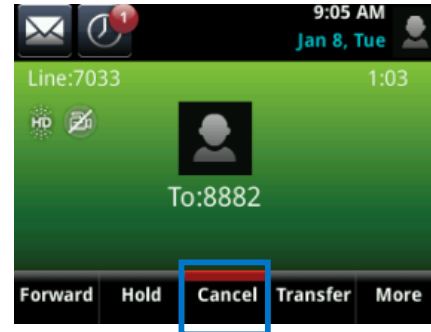
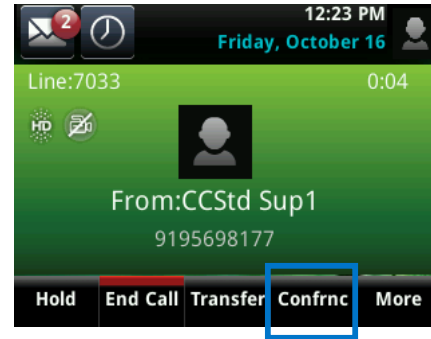
Making a conference call

Conference

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

Cancel conference

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



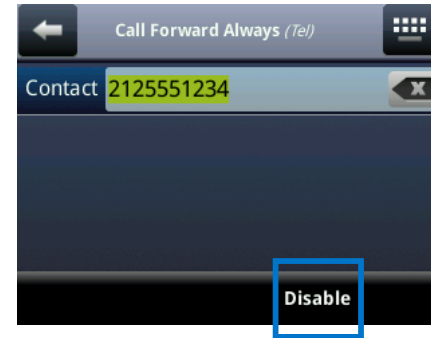
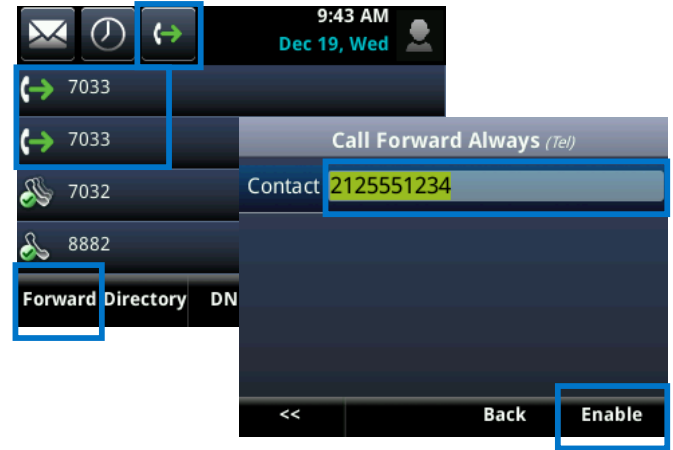
Forwarding your calls

Enable

- Tap the **Forward** soft key
- Choose by tapping your desired forwarding option: **Always, No Answer, Busy**
- On the keypad, enter the number or extension you wish to forward to
- Tap the **Enable** soft key
- All incoming calls ring to that destination

Disable

- Tap the **Forward** soft key
- Tap the option you wish to disable
- Tap the **Disable** soft key
- Calls ring to your phone



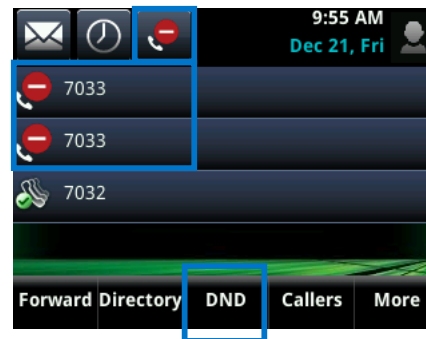
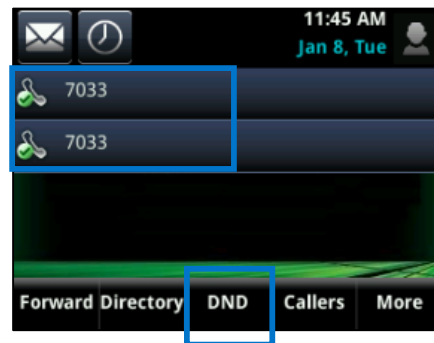
Do not disturb (DND)

Enable

- Tap the **DND** soft key
- Callers go directly to voicemail
- If you monitor other individuals on your phone, tap the line(s) you want to place in DND mode, then tap the **Enable** soft key

Disable

- The icon next to and above your extension provides a visual that your phone is in DND mode
- Tap the **DND** soft key
- Callers resume ringing to your phone
- If you enabled DND on lines you monitor, tap the lines you want to disable, then tap the **Disable** soft key



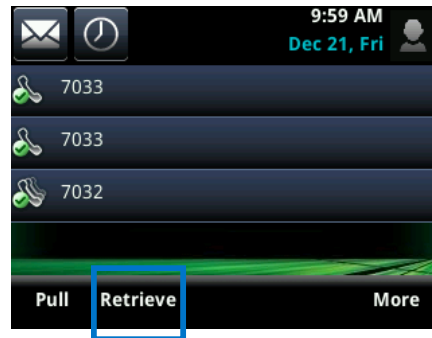
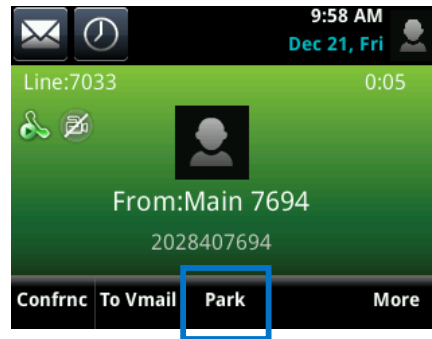
Call park

Park

- With a call in progress, tap 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 at another device

Retrieve

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



Using Call Logs

Missed calls

- Incoming calls to your phone you did not answer

Received calls

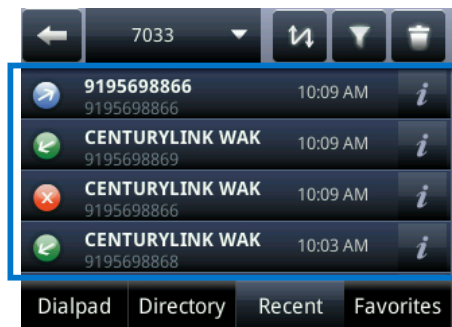
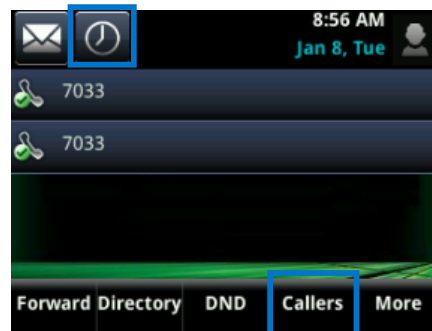
- Incoming calls to your phone you did answer

Placed calls

- Outbound calls you made
- Internal or external
- The call may or may not have been answered

Additional detail

- Access call logs from your phone, toolbar or Hosted VoIP End User Portal
- Access from the **Home** key → **Directories**, OR
- Tap the **Clock** icon or **Callers** soft key



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

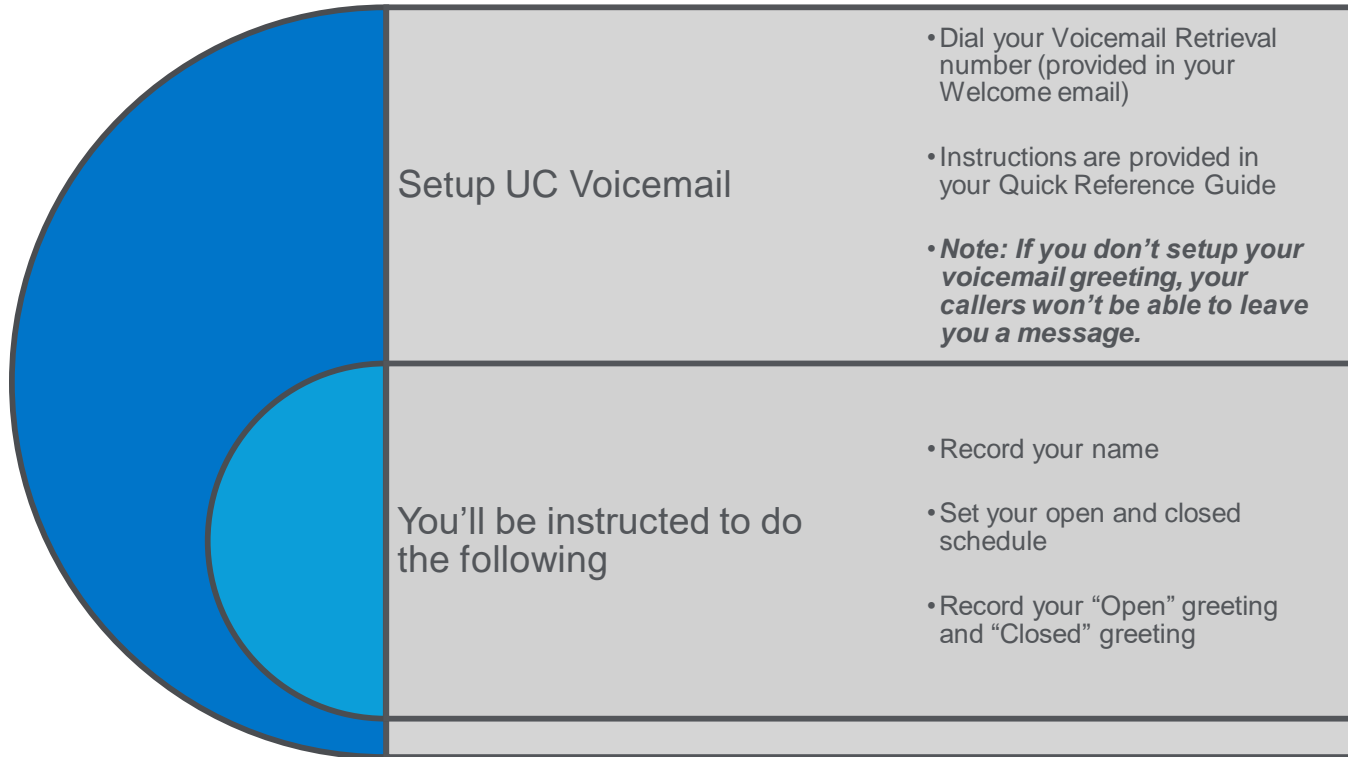
To use

- 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

- Tap 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
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



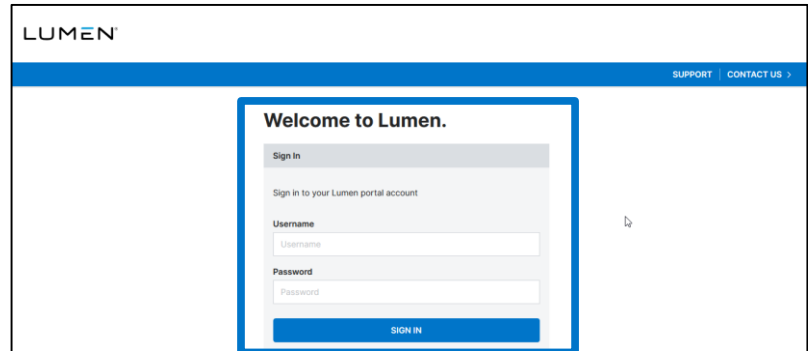
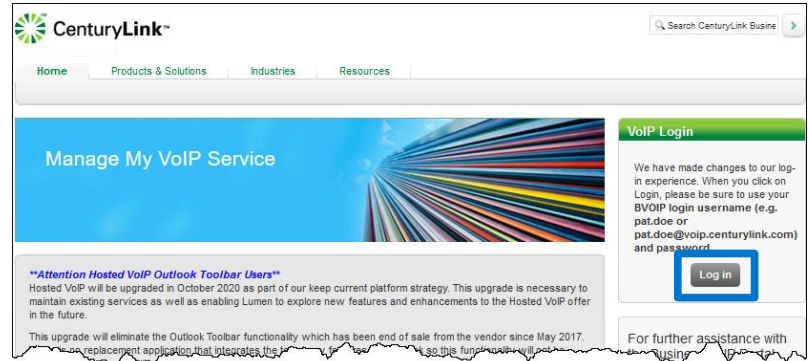
Unified communications

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 shows a web interface for voice mail management. At the top, there is a navigation bar with options: Home, Call Logs, Call Features, Virtual Desk, Voice Mail (highlighted with a blue box), Contacts, Profile & Settings, and Help. Below this is a sub-menu with options: Inbox (highlighted with a blue box), Settings, Name and Greetings, Notifications, and Work Schedule. The main content area is titled 'Voice Mail' and 'Inbox'. It displays a 'Voice Mail Count: 2/2' and a table of messages. The table has columns for 'From Name', 'From Number', 'Received', and 'Length'. The first message is 'withheld' received on 09/29/2015 at 8:57 AM with a length of 00:03. The second message is 'CC Std Sup1' received on 09/29/2015 at 8:57 AM with a length of 00:02. To the right of the table, there is a playback area for the selected message, showing 'withheld', the date and time 'Tuesday, September 29, 2015 08:57 AM CDT 0 minutes 3 seconds', and a play button with a progress indicator at 00:00 / 00:03.

	From Name Click to add to contact	From Number Click to call	Received	Length
	withheld		09/29/2015 8:57 AM	00:03
	CC Std Sup1	919-569-8177	09/29/2015 8:57 AM	00:02

Unified communications

Inbox

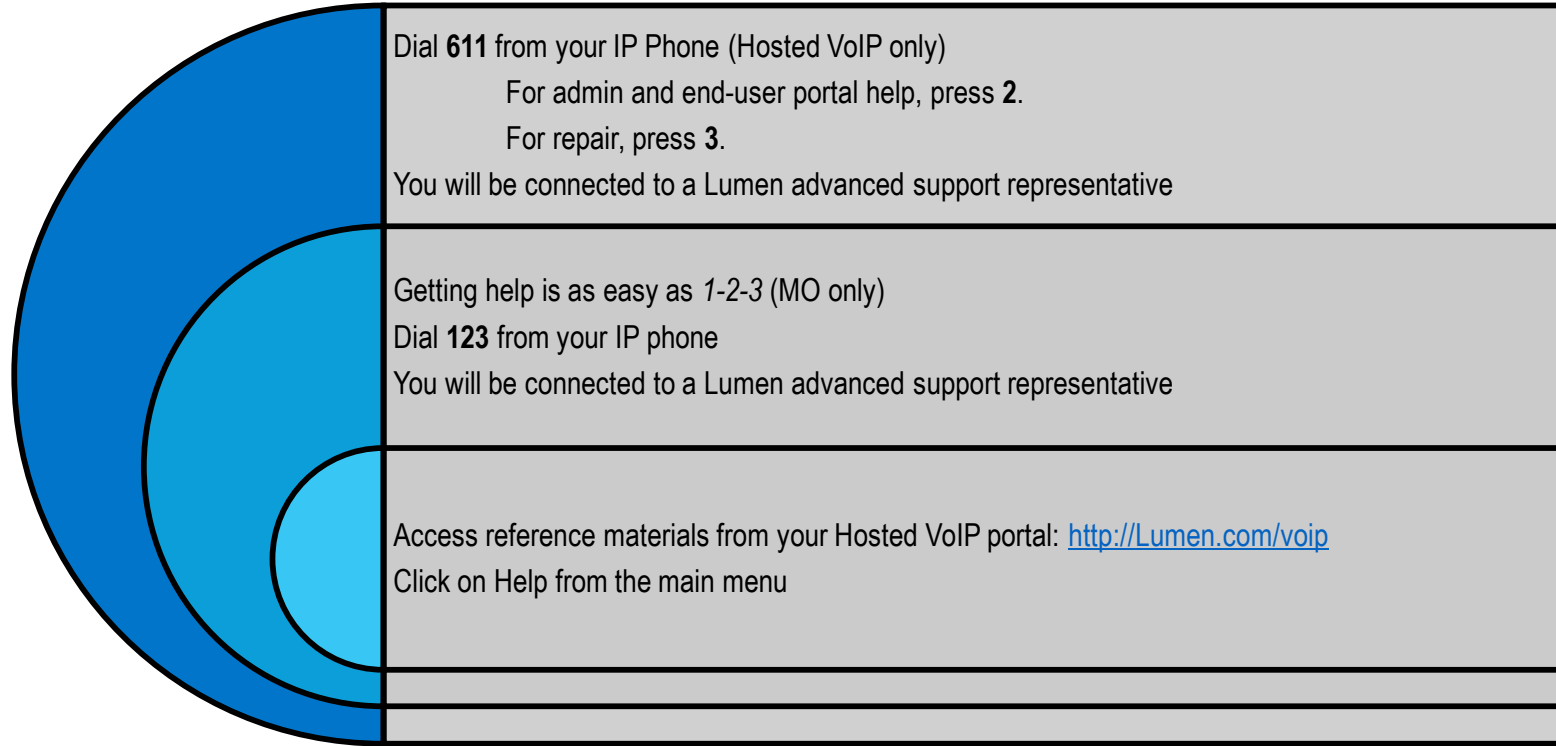
- Click on **Settings** from the sub menu
- Change preferences such as:
 - **Announcement only mailbox**
 - **Change mailbox PIN**
 - **Auto play**
- **Etc.**
- Set up/edit forwarding of all voicemail messages

The screenshot displays the 'Voice Mail' settings page in a web interface. 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 like '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):'. Below the form are 'Save' and 'Cancel' buttons.

Need help?





Thank you!