Cisco 68xx Series
Quick Reference Guide

LUMEN®

Getting started

Setting up your voicemail

From your office phone:
1. Press the **Voicemail** button.
2. When prompted, enter the **temporary passcode** + **#** (provided in your welcome email).
3. Follow the automated prompts to record your name, set your schedule, and record an "open" and "closed" greeting.

From outside of the office:
1. Dial the voicemail retrieval number (provided in your welcome email).
2. When prompted, enter your **10-digit phone number** + **#**.
3. Reenter your **10-digit phone number** + **#**.
4. Follow automated prompts to record your name, set your Schedule, and record an "Open" and "Closed" greeting.

Voicemail PIN guidelines

PINs are required (can no longer be skipped)
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, either ascending or descending:
    Allowed examples: 012347, 98761, 01234560
    Not allowed examples: 123456, 0123456789, 9876543210

Making calls to

Phones in your office*	Extension Dialing (2-7 digits+#)
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, add a # after the number to make the call go through faster.

** Information may be restricted on some phones, charges may apply.

*** Emergency services are tied to the service address of your phone.

Phone features

Consultative transfer

Consultative transfer allows you to announce the caller prior to completing the transfer process:
1. While on a call, press the **Transfer** soft key or **Transfer** button (upper right of the key pad).
2. Using your keypad, enter the **extension** + # or the **10-digit number** + #.
3. When the party answers, announce the call.
4. Press the **Transfer** soft key (or button) or hang up to complete the transfer.
5. If they don't answer or you roll to voicemail, press the **End Call** soft key to release the transfer process, then press the **Resume** soft key to return to the caller.

Note: When transferring in this manner, the caller ID appearing to the recipient of the transfer, is the caller ID of the transferring device, not caller ID of the caller.

Transferring a call to voicemail

To transfer callers directly to voicemail:
1. While on a call, press the **Transfer** soft key or button (upper-right of the keypad).
2. Using the keypad, enter ***55**.
3. When prompted, enter the **extension** + # of the mailbox you want to transfer to.
4. The call transfers directly to that phone's voicemail.

Note: When transferring in this manner, the caller ID that registers in the recipient's voicemail is the caller ID of the incoming caller.

Blind transfer

Blind transfer does not allow you to announce the caller:
1. While on a call, press the **Page** soft key.
2. Press the **BlindXfer** soft key.
3. Using your keypad, enter the **extension** + # or **10-digit number** + **#**.
4. The blind transfer is complete.
5. To cancel the blind transfer, press the **Cancel** soft key before the **#** is entered on the keypad; press the **Resume** soft key to return to the caller.

Note: When transferring in this manner, the caller ID that appears to the recipient of the transfer is the caller ID of the calling party.

Making a conference call

Conference up to 15 callers, including yourself:
1. While on a call, press the **Conf** soft key or **Conf** button (upper-right of the keypad). 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 conference into your call.
3. After announcing the conference, press the **Conf** soft key or button again, to complete the conference.
4. If they do not answer or do not wish to join the call, press the **End Call** soft key, then press the **Resume** soft key to release that party and return to your original caller(s).

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Phone features, continued

Forwarding calls

Forward your calls to another extension or outside number:
To enable forwarding:
1. Press the **Page** soft key, then press the **Forward** soft key.
2. On the keypad, enter the **extension** or **10-digit number** you want to forward to.
3. Your device is forwarded and callers ring to the defined number.

To disable forwarding:
1. Press the **Page** soft key, then press the **Clr fwd** soft key.
2. Calls resume ringing to your phone.

Do not disturb (DND)

Do Not Disturb (DND) sends all callers directly to voicemail:
To activate DND:
1. Press the **Page** soft key, then press the **DND** hard key.
2. The banner at the top of the display provides a visual that DND has been enabled.

To deactivate DND:
1. Press the **Page** soft key, then press the **Clr DND** soft key.
2. Calls resume ringing to your phone.

Call park

Call park allows you to place calls on hold, then retrieve from another phone within your office:
To park a call:
1. With an active call, press the **Park** soft key.
2. To park the call against your extension, press the **#** key (or enter a valid **extension + #**).
3. The call is parked on that extension.

To retrieve a parked call:
1. Press the **Unpark** soft key.
2. Enter the **extension + #** the call was parked on.

Using call logs

Your phone retains call logs that can be accessed by pressing the **Settings** button at the upper-left of the keypad.

Call logs retain records for 100 days.

You can also access more detailed call logs from your Outlook toolbar and using the VoIP portal: https://voip.centurylink.com/

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)

From your office phone:
1. Press the **Voicemail** key.
2. When prompted, enter your **passcode** + **#**.

From outside the office*:
1. Dial the voicemail retrieval number.
2. When prompted, enter your **10-digit phone number** + **#**.
3. When prompted, enter your **passcode** + **#**.

By calling your direct-dial number:
1. During your greeting, press **7**.
2. When prompted, enter your **passcode** + **#**.

Note: *You can save a contact in your mobile phone to automatically log you in by adding a contact with the voicemail retrieval phone number <pause> [10-digit number] # <pause> [password] #.

Voicemail shortcuts

To get your messages		While a message is playing	
1,1	To listen to your messages	3,3,7	Delete message without listening to it
4	To repeat menu	1	Rewind message (10 sec)
5	To hear message details again	1,1	Restart message from body
6	To send copy of message	2	Pause/resume
7	To delete message	3	Fast forward (10 sec)
8	To reply to message	3,3	End of message
8,8	To place a call to this person	4	Slow message down
9	To save this message		

VoIP portal

Login information

URL: https://voip.centurylink.com (make this link a favorite)
Username: included in the welcome email from your administrator
Password: included in the welcome email from your administrator

New VoIP portal password

Record your password here: