Lumen® Hosted VoIP Training

Poly VVX 1500 series phones

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What you'll learn today

Getting started

Dial plan

Phone and calling features

Unified communications

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Getting started

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Phone navigation

Video camera

Message waiting indicator

Color touchscreen display

USB Port

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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

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Phone and calling features

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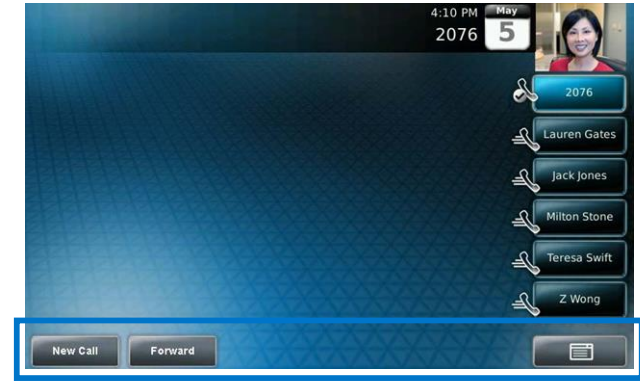# Soft key default layout

On-hook

- Callers
- Pull
- Retrieve
- More

Off-hook

- Callers
- End Call
- Pull
- Retrieve

During a call

- Hold
- End Call
- Transfer
- More

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Menu

Menu

- Access in two ways
- Soft key in the lower right corner of your display
- Hard key above the key pad

Features

- Forwarding
- Contact Directory
- Call Lists
- Messages
- Storage Media (such as a thumb drive)

Settings

- Change ring tones
- Set ringing to silent
- Enable/disable Call Forwarding
- Enable/disable Do Not Disturb

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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

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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

- While on a call, if a second line is ringing, 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

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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

Caller ID: The party receiving the transfer sees caller ID of the calling party once the transfer is released.

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Transferring a call to voicemail

To voicemail

- While on a call, tap the **More** soft key
- 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

Note: You may have to press More to access the To Vmail soft key.

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Making a conference call

Conference

- You can conference up to 15 individuals
- With a call in progress, tap the **Conference** 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 **Conference** 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)

Note: You may have to press More to access some keys such as Confrnc and Cancel.

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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
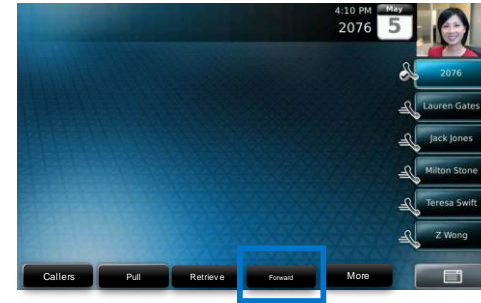
Note: The icon next to your line key changes providing a visual that your phone is forwarded

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Do not disturb (DND)

Enable

- Press the **DND** button
- 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 your extension provides a visual that your phone is in DND mode
- Press the **DND** button
- 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

Note: The icon next to your line key changes providing a visual that your phone is in do not disturb
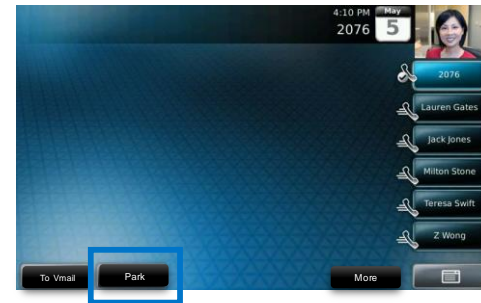
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Call park

Park

- With a call in progress, tap the **More** soft key, then tap **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

Note: If a parked call is not retrieved, it will recall to the device that it was parked from.

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Anywhere

Program

- Set up your Anywhere device within your End User Portal, Business Communicator or Outlook Toolbar
- You can have more than one mobile Anywhere device

Anywhere device to IP handset

- With a call in progress, tap the **Pull** soft key
- Or, dial *11 on the keypad if you don't have a Pull soft key
- Your call moves from your Anywhere device and becomes active on your handset

IP handset to anywhere device

- With a call in progress, dial the Anywhere pilot number on your Anywhere device
- When prompted for destination digits, dial ***11** on the keypad
- Your call moves from your handset and becomes active on your Anywhere device

Note: This feature is available on Premium seats only.

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Remote office

Description

- Define your **Remote Office** device
- Can be done in the End User Portal, Business Communicator, or Outlook Toolbar

To use

- With **Remote Office** enabled, all calls to your desk phone ring your Remote Office device only
- When you click-to-dial from the portal or toolbar, your Remote Office device will ring
- After your Remote Office device is answered, the call is sent

Note: This feature is available on Premium seats only.

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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 calls logs from your phone or Hosted VoIP End User portal
- Tap the Main Menu > Features > Call Lists
- Press the Dir button, tap Call Lists

Note: If your phone reboots or loses power, your call logs will clear.

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Using the touchscreen keyboard

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 calls logs from your phone, toolbar or Hosted VoIP End User portal
- Tap the Main Menu > Features > Call Lists
- Press the Dir button, tap Call Lists

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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
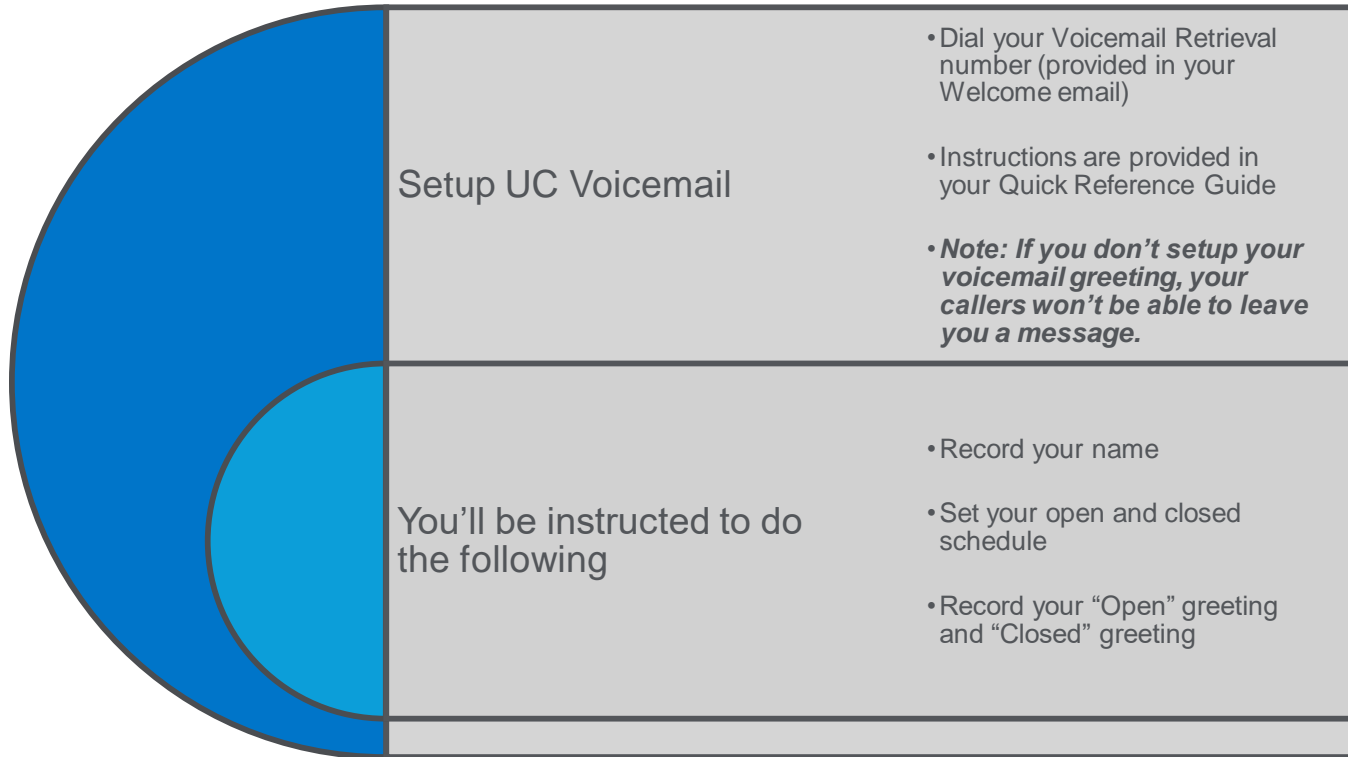- The number is now programmed on that code

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

Note: Speed Dial 8 entries can be added and managed within your end user portal.

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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

Note: Speed Dial 100 entries can be added and managed within your end user portal.

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Unified communications

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Setting up your unified communications voicemail

	Setup UC Voicemail	• Dial your Voicemail Retrieval number (provided in your Welcome email) • Instructions are provided in your Quick Reference Guide • ***Note: If you don't setup your voicemail greeting, your callers won't be able to leave you a message.***
	You'll be instructed to do the following	• Record your name • Set your open and closed schedule • Record your "Open" greeting and "Closed" greeting

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Ways to access voicemail

From your IP handset

- Press the **Message** 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 #**

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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: 855-539-6?45
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 Enteprise 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

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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
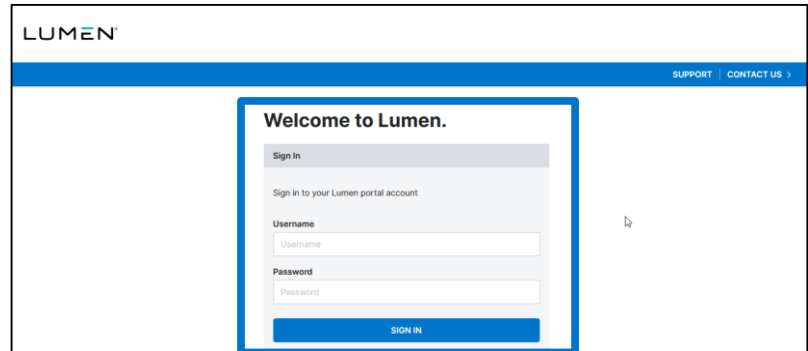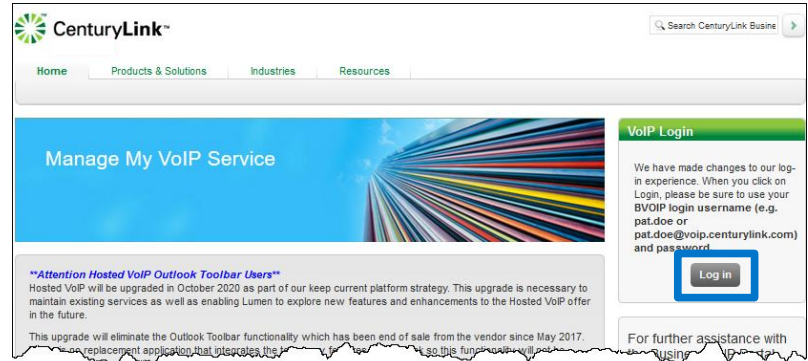
Unified communications

Hosted VoIP end user portal

View/play messages

Setup/edit notifications

Change voicemail settings

Reset you voicemail passcode

Manage your greetings

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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

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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

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Need help?

Dial **611** from your IP Phone (Hosted VoIP only)

> For admin and end-user portal help, press **2**.
>
> For repair, press **3**.

You will be connected to a Lumen advanced support representative

Getting help is as easy as *1-2-3* (MO only)

Dial **123** from your IP phone

You will be connected to a Lumen advanced support representative

Access reference materials from your Hosted VoIP portal: http://Lumen.com/voip

Click on Help from the main menu

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Thank you!

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