Poly VVX 15x-25x 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.

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

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

*   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 call prior to completing the transfer process:
1. While on a call, press the **Tsfr** soft key or **Transfer** button. The person you're talking to is placed on hold and you receive dial tone.
2. Dial the **extension+#** or **10-digit number** for the individual you wish to transfer to.
3. After announcing the call, press the **Tsfr** soft key, 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** soft key to stop the transfer process and return to the caller.

Note: When transferring in this manner, the caller ID appearing to the recipient of the transfer, after the transfer is complete, is the caller ID of the calling party.

Blind transfer

Blind transfer does not allow you to announce the caller:
1. While on a call, press the **Tsfr** soft key or **Transfer** button. The person you're talking to is placed on hold and you hear dial tone.
2. Press the **Blind** soft key.
3. Enter the **extension+#** or **10-digit number** for the individual you wish to transfer to.
4. The blind transfer is complete.
5. If you make a mistake or change your mind, press the **Cancel** soft key, to return to the caller. This must be done before the **#** or **10th digit** of a 10-digit number is entered.

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

Transferring a call to voicemail

To transfer callers directly to voicemail:
1. While on a call, press the **To Vmail** soft key (you may need to press the **More** soft key).
2. Dial the recipient's extension and press the **Enter** soft key.
3. The call leaves your phone and goes directly to that individual's voicemail.
4. To cancel the transfer process, press the **Cancel** soft key to return to the caller.

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

Making a conference call

Conference up to 15 callers, including yourself:
1. While on a call, press the **More** soft key.
2. Press the **Conf** soft key or **Conference** button. The person you're talking to is placed on hold and you receive dial tone.
3. Dial the number of the person you want to add to your call.
4. After announcing the conference, press the **Conf** soft key or button to complete the conference.
5. If they don't answer or don't wish to join the call, press the **Cancel** soft key to release that party and return to your original caller(s).

Phone features, continued

Forwarding calls

Forward your calls to another extension or outside number:
To enable forwarding:
1. Press the **Home** button.
2. Press the **Right** navigation key to highlight **Fwd**, press the **Enter** button in the center of the navigation keys.
3. Navigate down to the option you want to enable: **Always**, **No Answer**, or **Busy**, then press the **Select** soft key.
4. On the keypad, enter the number or extension you want to forward to, then press the **Enable** soft key.
5. An arrow icon appears next to your extension confirming activation of forwarding.
To disable forwarding:
1. To disable, press the **Home** button and navigate to highlight **Fwd**.
2. Press the **Enter** button in the center of the navigation keys.
3. Highlight the forwarding option to disable, then press the **Disable** soft.
4. The icon no longer displays confirming deactivation of forwarding.
Note: If available, a Forward soft key can be used to enable/disable forwarding.

Do not disturb (DND)

Do Not Disturb (DND) sends callers directly to voicemail.
To enable DND:
1. Press the **Home** button.
2. Press the **Down** navigation key to highlight **DND**.
3. Press the **Enter** button in the center of the navigation keys.
4. An icon appears next to your extension confirming activation of DND.
To disable DND:
1. Press the **Home** button, then navigate to highlight **DND**.
2. Press the **Enter** button in the center of the navigation keys.
3. The icon no longer displays confirming deactivation of DND.

Note: If available, a DND soft key can be used to enable/disable DND.

Call Park

Call park allows you to place calls on hold, then retrieve from another phone within your office:
To park a call:
1. Press the **Park** soft key (you may need to press the **More** soft key).
2. To park the call against your extension, simply press the **#** key, or enter any **extension+#**.
3. The call is parked on that extension.
To retrieve a parked call:
1. At dial tone, press the **Retrieve** soft key (you may need to press the **More** soft key).
2. When prompted, enter the **extension+#** the call was parked on.

Using call logs

Your phone retains a list of call logs that you can access by pressing the **Callers** soft key. You can also access call logs by pressing the **Home** button, navigate to **Directories**, then press the Select soft key.

All 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		