

Welcome to CenturyLink Hosted VoIP Training

Polycom VVX 50x/60x series phones



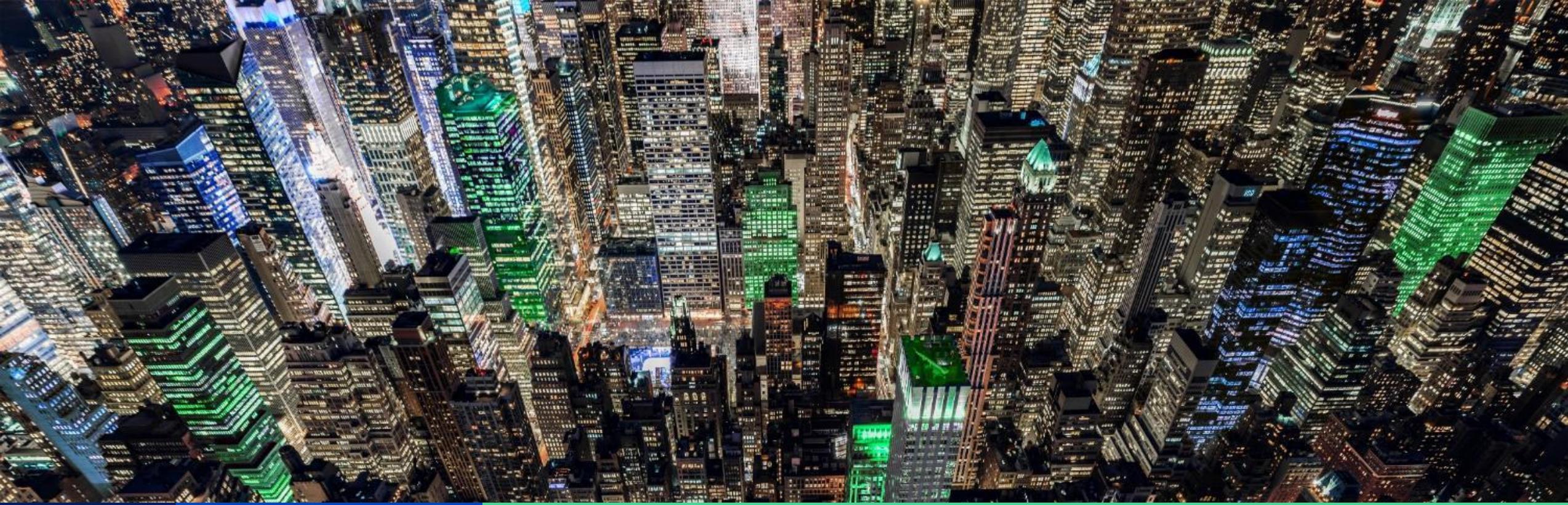
What you will learn today

Getting Started

Dial Plan

Phone and Calling Features

Unified Communications



Getting Started



Phone Navigation



Dial Plan

When Calling...	Dial...
Phones In Your Office*	4-Digit Extension (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

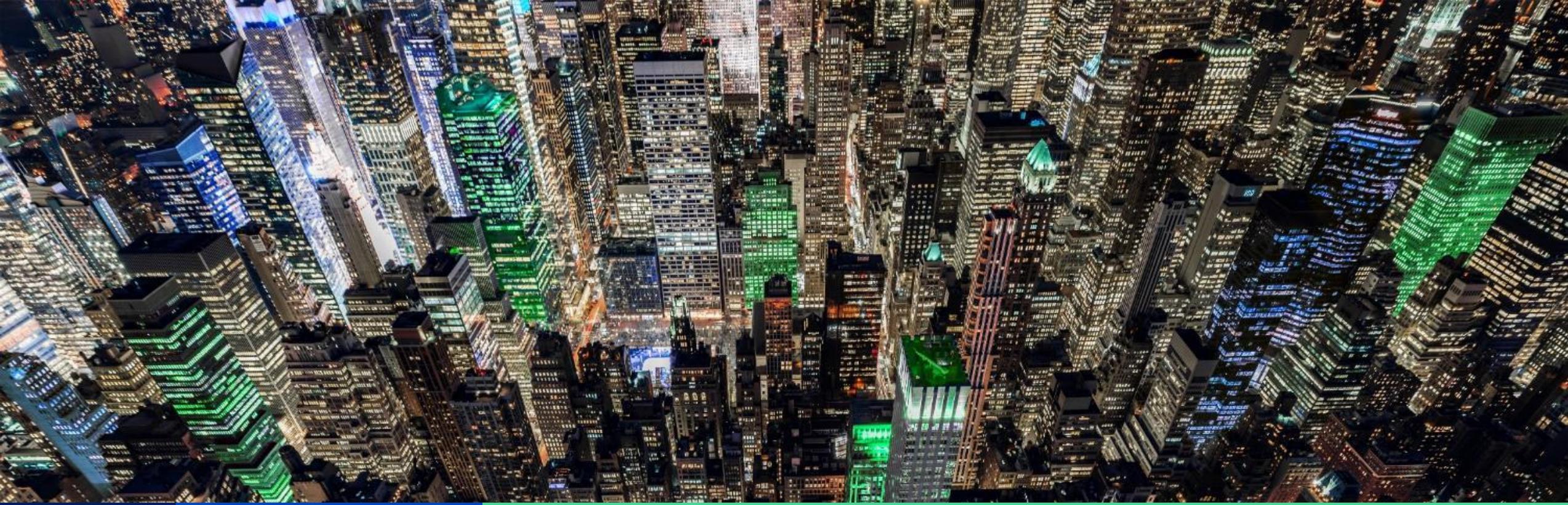
*When dialing extensions or numbers less than 10-digits, press # after the number to make the call process faster



**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



Note: This is an example of available features. Softkey options vary based on features selected by your administrator and may not be positioned exactly as shown here.

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



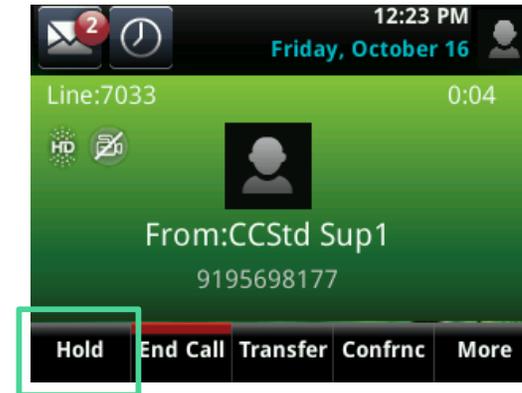
Placing a Call on Hold

Hold

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

Auto-Hold

- 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



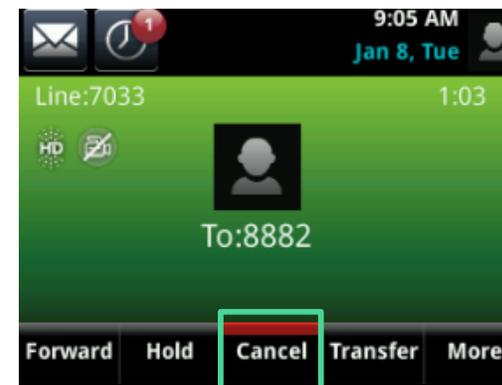
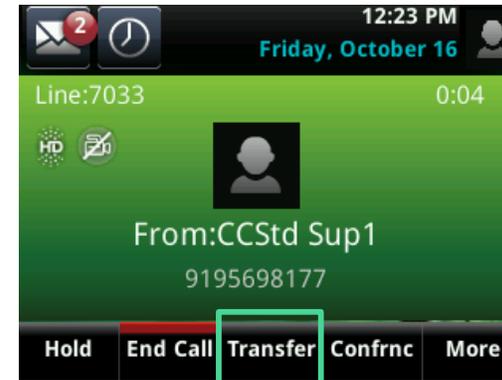
Consultative Transfer

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

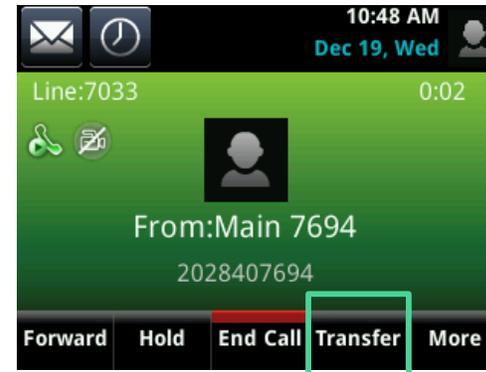


Caller ID: The party receiving the transfer sees caller ID of the calling party once the transfer is released.

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



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

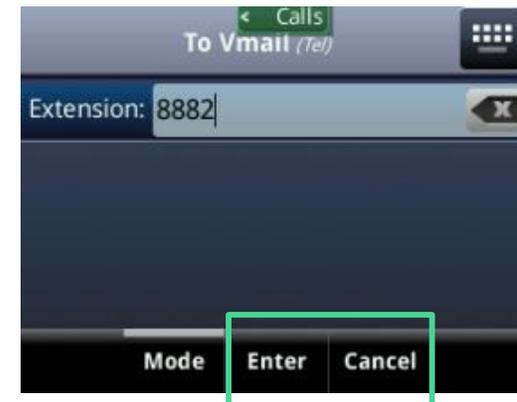
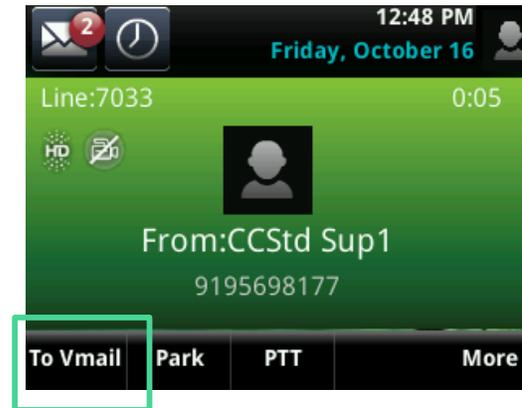
Transferring a Call to Voicemail

To Voicemail

- While on a call, 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.

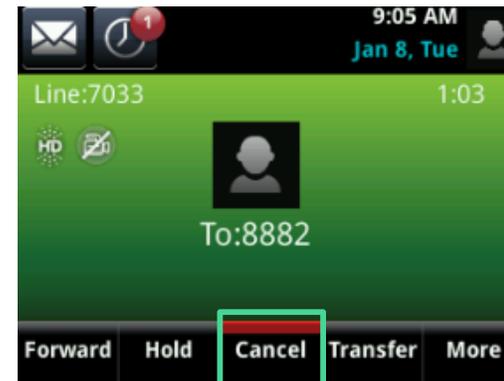
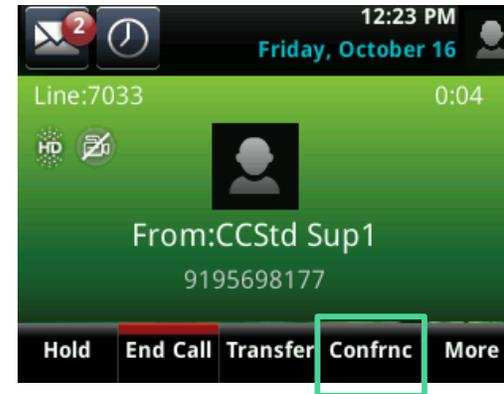
Making a Conference Call

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)



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

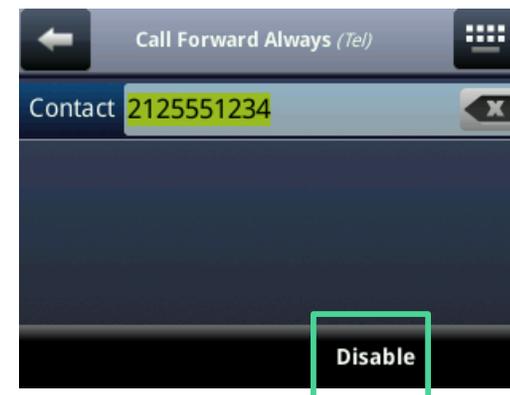
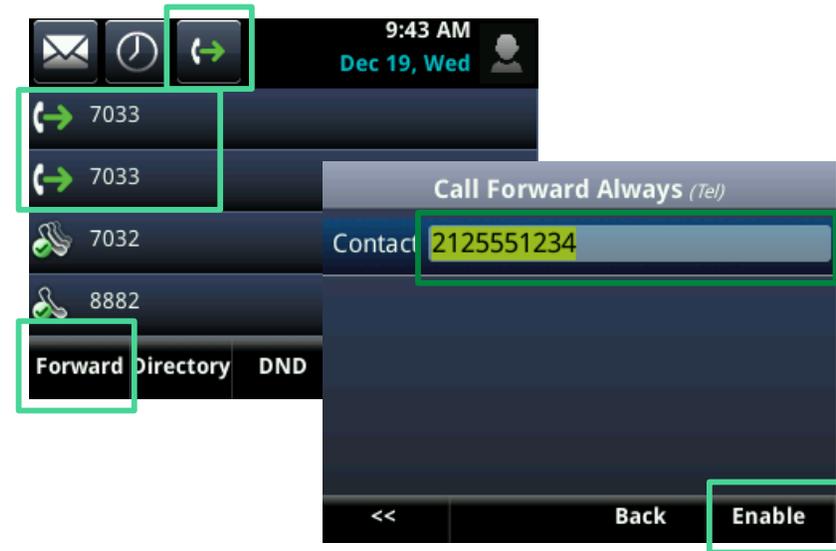
Forwarding Your Calls

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



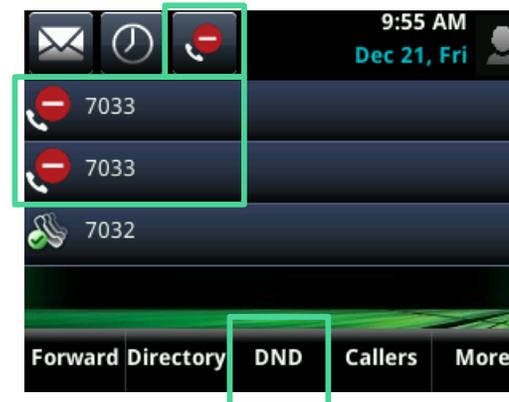
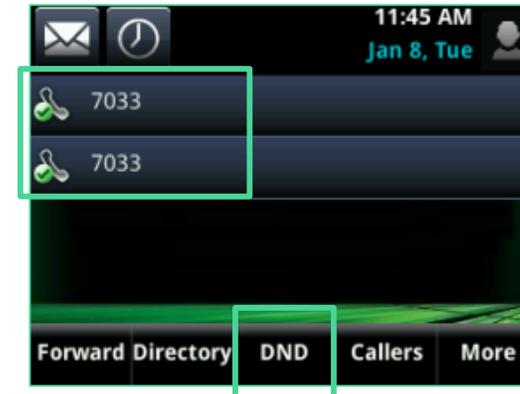
Do Not Disturb (DND)

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

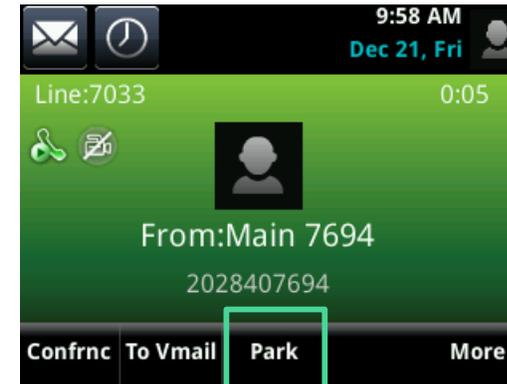
- The icon next to and above your extension provides a visual that your phone is in DND mode
- Tap the **DND** soft key
- Callers resume ringing to your phone
- If you enabled DND on lines you monitor, tap the lines you want to disable, then tap the **Disable** soft key



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



Push To Talk

Description

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

Push To Talk

- Tap your **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.

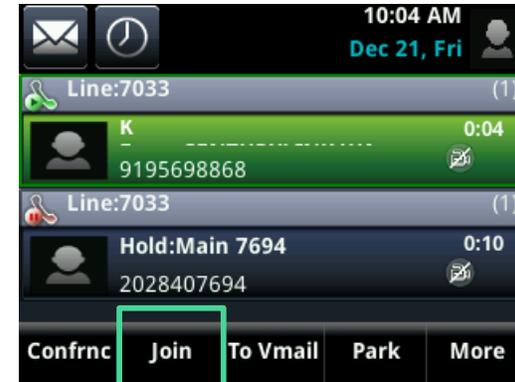
Call Join

Description

- Allows you to join two separate calls into one call

Push To Talk

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



Using Call Logs

Missed Calls

- Incoming calls to your phone you did not answer

Received Calls

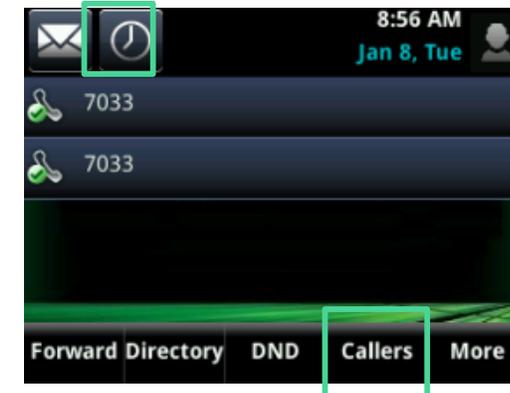
- Incoming calls to your phone you did answer

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

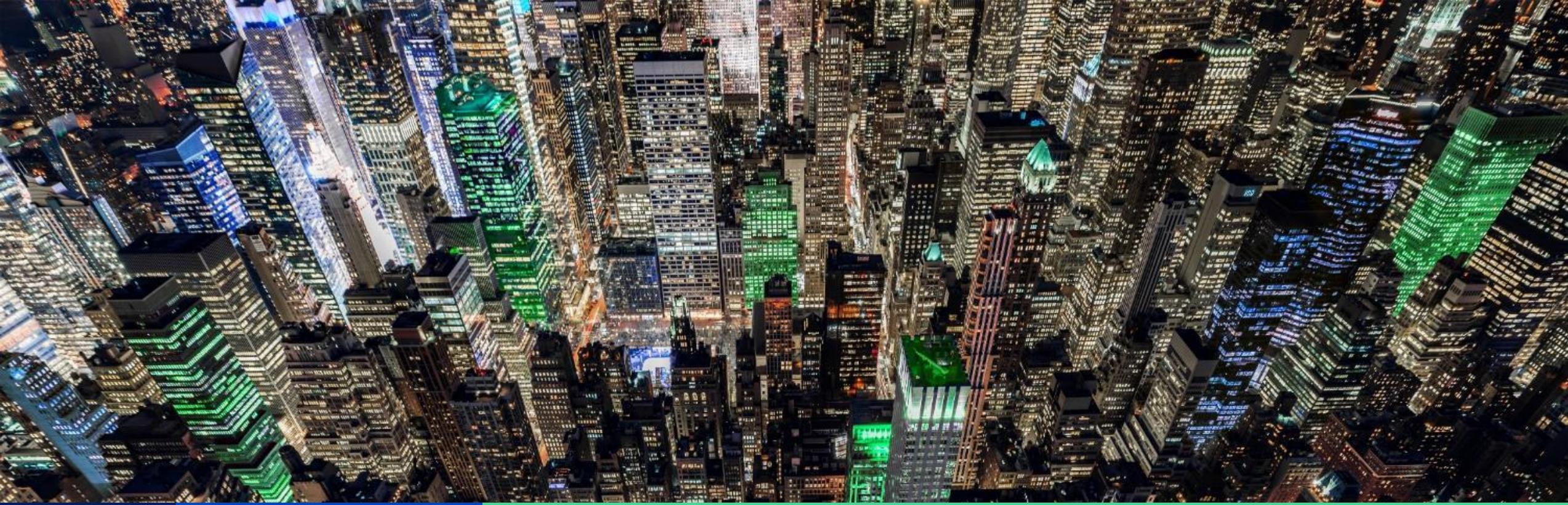
To Use

- 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



Phone Features/Functions

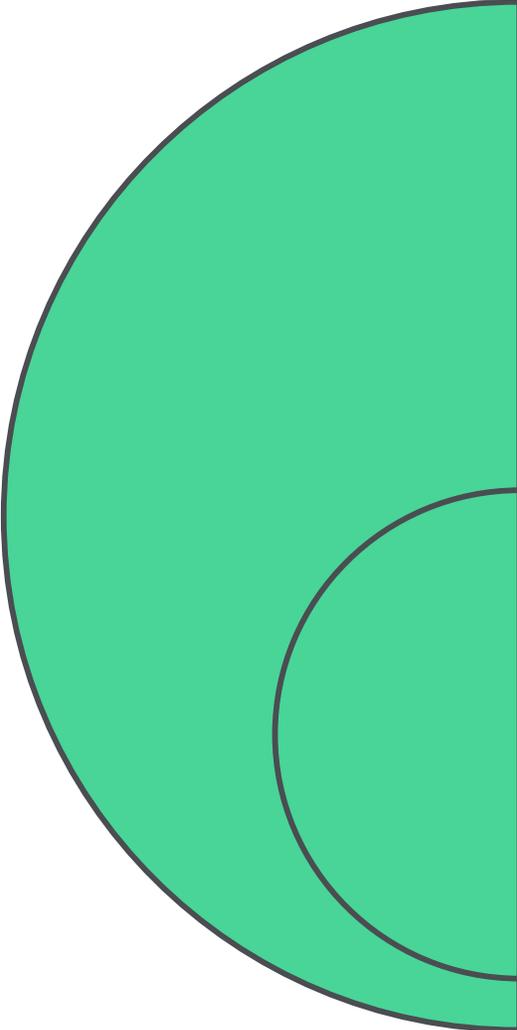
Questions?



Unified Communications



Setting up Your Unified Communication 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 do not setup your voicemail greeting, your callers will not be able to leave you a message.**

You will be instructed to do the following

- Record your name
- Set your open and closed schedule
- Record your “Open” greeting and “Closed” greeting

Ways to Access Voicemail

From your IP Handset

- Tap the **Clock** icon 
- 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://centurylink.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

- Enter your **User ID** and **Password** in the appropriate fields
- Refer to your welcome email for user ID and password details
- Click the **Log in** button

The screenshot displays the CenturyLink Business VoIP Portal. At the top, there is a navigation bar with links for Home, Products & Solutions, Industries, and Resources. A search bar is located in the top right corner. The main content area features a large blue banner with the text "Manage My VoIP Service". To the right of the banner is a "VoIP Login" form with fields for "User ID:" and "Password:", a "Log in" button, and a link for "I forgot my Password". Below the banner, there is a "CENTURYLINK CUSTOMERS - HELP DESK" section with a list of services and contact information. To the right of the main content is a sidebar with a section titled "For further assistance with the Business VoIP Portal" and a link to "Manage your other CenturyLink Account" with sub-links for Residential, Small Business, Large Business, and Federal Government Customers.

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 Mail** 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

The screenshot displays the CenturyLink Voice Mail interface. At the top, there is a navigation menu with options: Home, Call Logs, Call Features, Virtual Desk, **Voice Mail**, Contacts, Profile & Settings, and Help. Below this, a sub-menu is visible with options: **Inbox**, Settings, Name and Greetings, Notifications, and Work Schedule. The main content area is titled 'Voice Mail' and 'Inbox'. It shows a table of messages with columns for 'From Name', 'From Number', 'Received', and 'Length'. A message from 'withheld' is highlighted, showing it was received on 09/29/2015 at 8:57 AM and has a length of 00:03. Below the table, there are playback controls and a 'Voice Mail Count' of 2:2. The interface also includes options to 'Delete', 'Mark as heard', and 'Mark as unheard'.

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

Unified Communications

Settings

- Click **Settings** from the sub menu
- Change preferences
 - **Auto Play**
 - **PIN Skip** (not recommended)
 - **Etc.**
- Set up/edit **Forwarding of All Voicemails**

Home Call Logs Call Features Virtual Desk **Voice Mail** Contacts Profile & Settings Help

Inbox **Settings** Greeting and Greetings Notifications Work Schedule

Voice Mail

Voicemail Messages, Preferences, Mail Forwarding Settings

Change your mailbox PIN

Mailbox PIN:

Verify mailbox PIN:

Prompt Speed: Standard

Automatically Play Envelope Information: Enable Disable

Play Additional Ring before Greeting: Enable Disable

Auto Play: Enable Disable

PIN Skip: Enable Disable

Voice Mail Forwarding: Disable

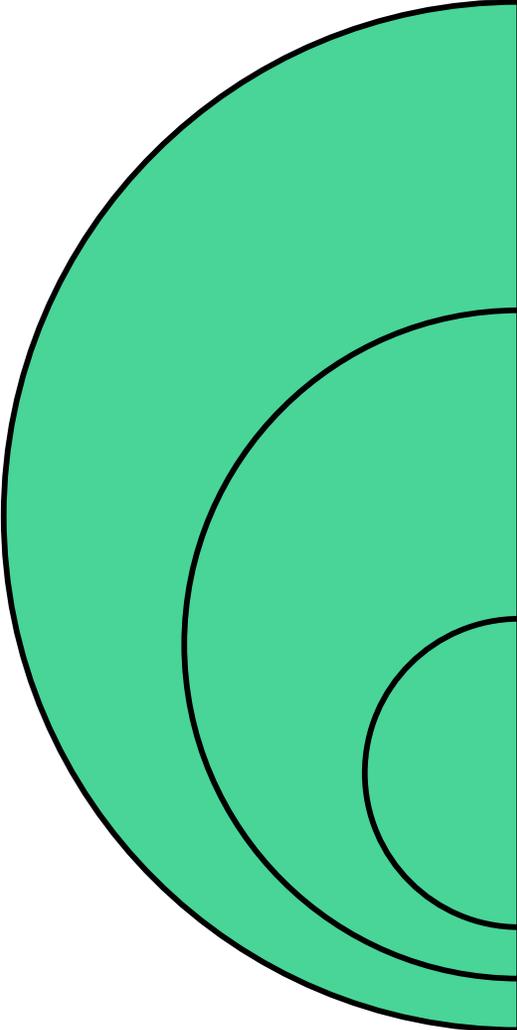
Forward to Email Addresses
(comma separated, Limited to 5 Email Addresses):
email@domain.com

Save Cancel

Unified Communications

Questions?

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 CenturyLink 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 CenturyLink advanced support representative
Access reference materials from your Hosted VoIP portal: http://centurylink.com/voip Click on Help from the main menu

Thank you for attending!

Questions?