

# Lumen<sup>®</sup> Hosted VoIP Training

Poly SoundPoint 45x series phones

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LUMEN<sup>®</sup>

# 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

- Callers (missed calls)
- Pull
- Retrieve
- More

## Off-hook

- Callers
- End Call
- Pull
- Retrieve

## During a call

- Hold
- End Call
- Transfer
- More



# 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, press the **Hold** soft key or **Hold** button
- To retrieve a held call, press the **Resume** soft key

## Auto-hold

- While on a call, if a second line is ringing, press the **Answer** soft key
- This automatically places your existing call on hold
- Toggle between active calls by pressing the **Up/Down** navigation key to make your selection, then press the **Resume** soft key



# Consultative transfer

## Consultative transfer

- While on a call, press 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
- Press 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
- Press the **Cancel** soft key
- This returns you to the caller



# Blind transfer

## Blind transfer

- While on a call, press the **Transfer** soft key
- Press the **Blind** soft key
- 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 misdial, press the << soft keys
- To cancel your transfer, press the **Cancel** soft key
- This returns you to the caller



# Transferring a call to voicemail

## To voicemail

- While on a call, press the **ToVmail** soft key
- Enter the extension and press 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, press the **Cancel** soft key
- This returns you to the original caller



# Making a conference call

## Conference

- You can Conference up to 15 callers
- With a call in progress, press the **Confnc** soft key
- When you hear dial tone, enter the number for the party you wish to add to your call
- After you announce the call, press the **Confnc** soft key

## Cancel conference

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



# Forwarding your calls

## Enable

- Press the **Forward** soft key
- Press the **Up/Down** navigation key to select the desired forwarding option: Always, No Answer, Busy, press Select
- On the keypad, enter the number or extension you wish to forward to
- Press the **Enable** soft key
- All incoming calls ring to that destination

## Disable

- Press the **Forward** soft key
- Press the option you wish to disable, press **Select**
- Press the **Disable** soft key
- Calls again ring to your phone



# Do not disturb (DND)

## Enable

- Press the **DND** soft key
- The icon next to your primary line keys changes providing you with a visual that your phone is in DND mode
- Callers go directly to voicemail
- If you monitor other individuals on your phone, use the Up/Down navigation key to select the line(s) you want to place in DND mode, then press the **Enable** soft key

## Disable

- Press the **DND** soft key
- Callers resume ringing to your phone
- If you enabled DND on lines you monitor on your phone, use the Up/Down navigation key to select the lines you want to disable, then press the **Disable** soft key



# Call park

## Park

- With a call in progress, press 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 is retrieved

## Retrieve

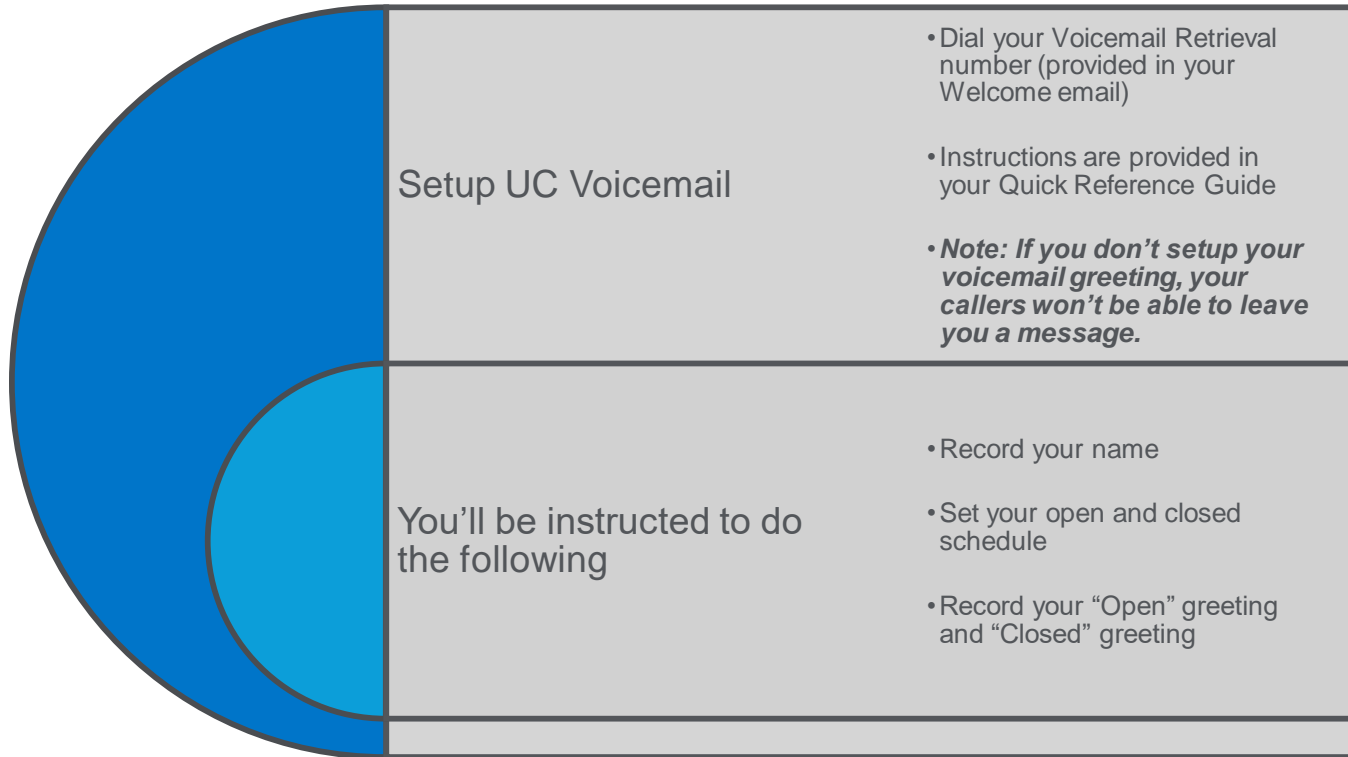
- From any IP handset, press the **Retrieve** soft key
- Enter the **extension+#** the call was parked on






# Unified communications

# Setting up your unified communications voicemail



# Ways to access voicemail

## From your IP handset

- Press 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](mailto: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](http://centurylink.com/voip)



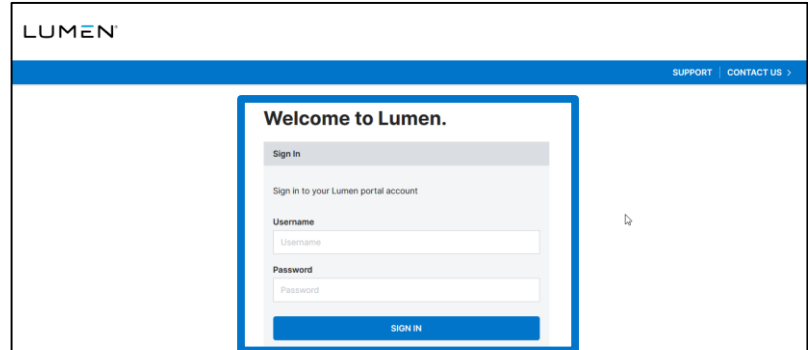
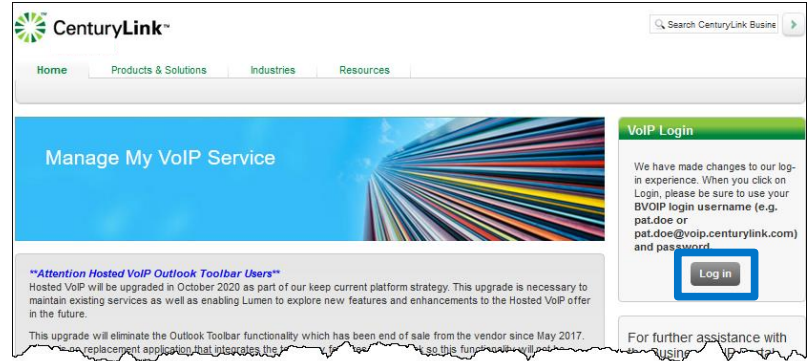
# Unified communications

## 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 displays the Voice Mail web interface. At the top, a navigation bar includes 'Home', 'Call Logs', 'Call Features', 'Virtual Desk', 'Voice Mail' (highlighted with a blue box), 'Contacts', 'Profile & Settings', and 'Help'. Below this, a sub-menu contains 'Inbox' (highlighted with a blue box), 'Settings', 'Name and Greetings', 'Notifications', and 'Work Schedule'. The main content area is titled 'Voice Mail' and 'Inbox', with a 'Voice Mail Count: 2/2' indicator. A table lists messages with 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, a message detail view for the 'withheld' message is shown, including the date and time 'Tuesday, September 29, 2015 08:57 AM CDT 0 minutes 3 seconds' and playback controls.

	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

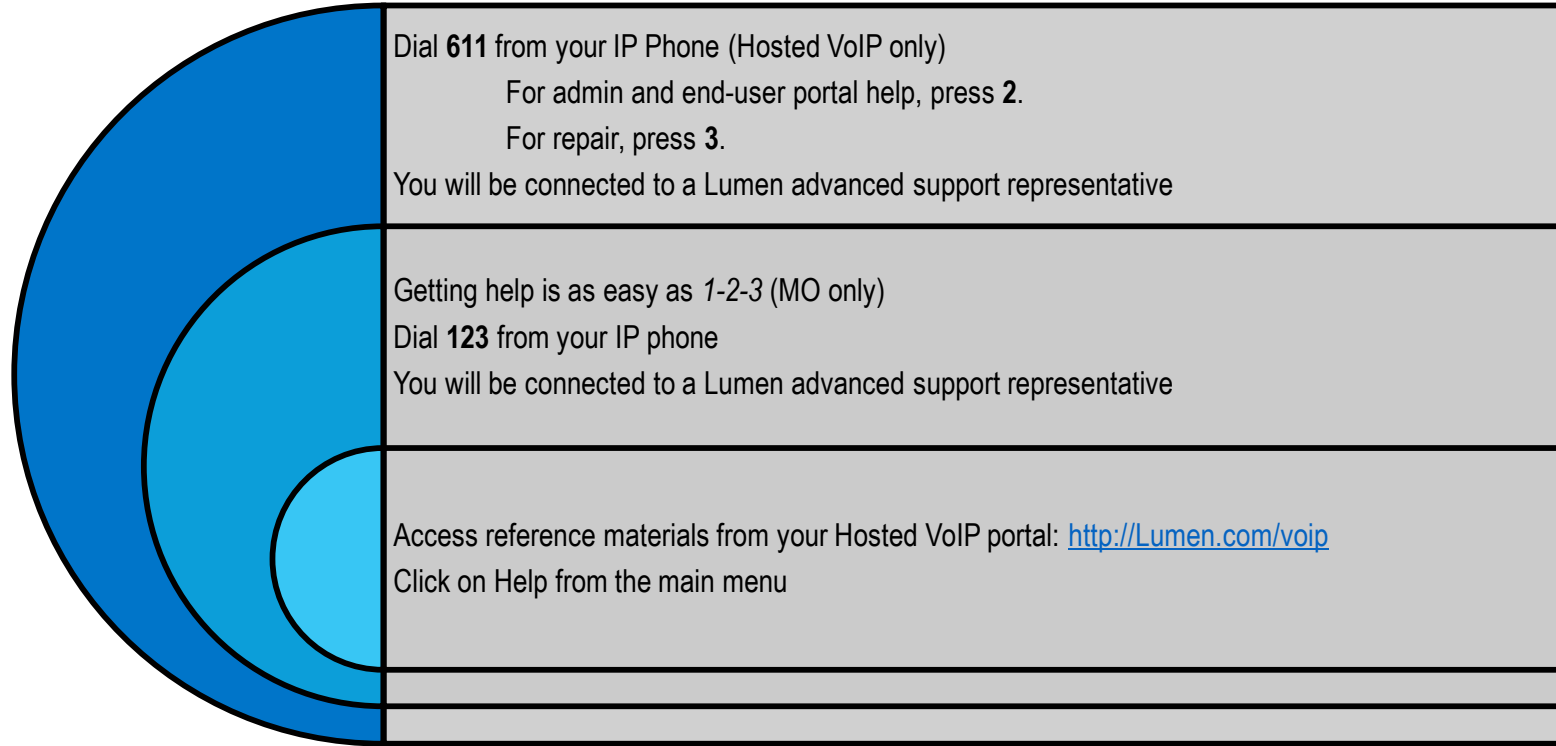
The screenshot displays the 'Voice Mail' settings page in a web interface. The navigation bar at the top includes 'Home', 'Call Logs', 'Call Features', 'Virtual Desk', 'Voice Mail', 'Contacts', 'Profile & Settings', and 'Help'. The 'Settings' sub-menu is active, showing options for 'Inbox', 'Name and 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 the following 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'.
- Forward to Email Addresses:** A text area with the instruction '(comma separated, Limited to 5 Email Addresses):' and a character count of 111.

At the bottom of the form are 'Save' and 'Cancel' buttons.



# Need help?





# Thank you!