



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 passcode

Record your voicemail passcode here:

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 speak to the recipient you're transferring the call to and announce the transfer prior to completing the transfer process.

1. While on a call, press the **Transfer** soft key. The person you're talking to is placed on hold and you hear dial tone.
2. Dial the extension+# or number you want to transfer to.
3. After you announce the caller, press the **Transfer** soft key to complete the transfer.
4. If they do not answer or you misdial, press the **Cancel** soft key to release 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 allows you to transfer a call without speaking to the person you are transferring the call to.

1. While on a call, press the **Transfer** soft key. The person you're talking to is placed on hold and you hear dial tone.
2. Press the **Blind** soft key.
3. Dial the extension+# or number you want to transfer to.
4. The blind transfer is complete.
5. If you make a mistake or change your mind, press the **Cancel** soft key. Note that you may have to press **More** to access **Cancel**.

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 straight to that person'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.

Making a conference call

You can **Conference** up to **15** callers, including yourself.

1. While on a call, press the **Conference** soft key. The person you are talking to is placed on hold and you hear a dial tone.
2. Dial the number of the person you want to add to your call.
3. After you announce the conference, press the **Conference** soft key to complete the conference.
4. If they do not answer or you change your mind, 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 **Forward** soft key.
2. Navigate and select from **Always Forward, No Answer Forward,** or **Busy Forward** and press the **Select** soft key.
3. Enter the number or extension you want to forward to.
4. Press the **Enable** soft key.

To **disable** forwarding:

1. To disable, press the **Forward** soft key.
2. Navigate to the option you want to disable, then press the **Select** soft key.
3. Press the **Disable** soft key to remove forwarding.

Do not disturb (DND)

Do not disturb (DND) will send all of your calls directly to voicemail.

To **enable** DND:

1. Press the **DND** soft key.
2. An "X" appears next to your extension.

To **disable** DND:

1. Press the **DND** soft key again.
2. A phone icon again displays next to your extension.

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.
2. To park the call against your extension, simply press the **#** key, or you can dial any **extension+#**.
3. The call is parked on that extension.

To **retrieve** a call:

1. At dial tone, enter ***88** or press the **Retrieve** soft key.
2. 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

Play message menu

- 1,1 Check unheard messages
- 1 Listen to messages
- 2 Send messages
- 4 Mailbox options
- * Disconnect
- 0 More options

While a message is playing

- 1 Repeat message
- 2 Pause / resume
- 3 Skip to end
- 4 Slow down
- 5 Message details
- 6 Speed up
- 7 Delete message
- 9 Save message
- * Return to previous menu
- # Skip message
- 8,8 Call sender