

Getting Started



Setting Up Your Voicemail

- **From Your Office Phone:** Tap the **Messages** key, then tap the **Connect** soft key.
- When prompted, enter your **10-digit phone number** followed by #.
- Follow the automated prompts to record your Name, set your Schedule, and record an "Open" and "Closed" greeting.
- **From Outside of the Office:** Dial the **Voicemail Retrieval** number provided in your Welcome Email. When prompted, enter your **10-digit phone number** followed by #; reenter your **10-digit phone number** followed by #
- Follow the automated prompts to record your Name, set your Schedule, and record an "Open" and "Closed" greeting.

Voicemail Passcode

Please record your password 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, you can 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 are transferring the call to and announce the caller prior to completing the transfer process.

1. While on a call, press the **Transfer** soft key or hard key. The person you are talking to is placed on Hold and you receive a dial tone.
2. Dial the **extension+#** or **10-digit number+#** for the individual you wish to transfer to.
3. After you announce the caller to the recipient, press the **Transfer** soft key or hard key again 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 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 party transferring the call, not the caller ID of the incoming caller.

Blind Transfer

Blind Transfer allows you to transfer a call without speaking to the person you are transferring the caller to.

1. While on a call, **press and hold down** the **Transfer** soft key or hard key. The person you are talking to is placed on Hold and you hear a dial tone.
2. **Press 2** on the keypad for **Blind Transfer** and press the **Select** soft key.
3. Dial the **extension+#** or **10-digit number+#** for the individual you wish to transfer to.
4. The **Blind Transfer** is completed.
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

You can transfer callers directly to someone's voicemail and bypass ringing their phone.

1. While on a call, press the **To Vmail** soft key. Note that the caller will still be on your phone and will be able to hear you should you speak.
2. You may need to press **More** to access the **To Vmail** key.
3. Dial the recipient's extension and press the **Enter** soft key.
4. The call will now leave your phone and go straight into 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.

Call Park

Call Park allows you to place calls on hold, and then retrieve that call at another phone within your Call Park Group.

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 **4-Digit Extension** followed by the # key.
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 **4-Digit Extension** followed by the # key that you parked the call on.

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 receive a dial tone.
2. You may need to press **More** to access the **Conference** key.
3. Dial the number of the person you want to conference into your call.
4. After you announce the conference, press the **Conference** soft key again to complete the conference.
5. If they do not answer or do not wish to join the call, press the **Cancel** soft key to release that party and return to your original caller(s).

Joining Two Active Calls

You can **Join** two active calls into one call.

1. With a call in progress and a second call on hold
2. Press the **Join** soft key.
3. Both parties will be joined into one call.
4. If you do not see a **Join** soft key, you may need to press the **More** soft key for additional features

Call Forwarding

You can **Forward** your phone calls to another extension or a phone outside of the company.

To **Enable** Forwarding:

1. Press the **Forward** soft key.
2. Choose from the list of forwarding options: **Always**, **No Answer**, or **Busy** by using your up/down navigation buttons.
3. With your forwarding options highlighted, press the **Select** soft key.
4. On the keypad, enter the number or extension where you would like to forward your calls and then press the **Enable** soft key.

To **Disable** Forwarding:

1. Press the **Forward** soft key, select the forwarding feature you would like to disable by using your up/down navigation key.
2. With your forwarding option highlighted, press the **Select** soft key.
3. Press the **Disable** soft key to remove forwarding.

Using Call Logs

Your phone retains a list of call logs that you can access by pressing the **Callers** soft key. You can also go straight to the call logs by using the arrow (navigation) keys:

- **Down Arrow** shows Missed Calls.
- **Left Arrow** shows Received Calls.
- **Right Arrow** shows Placed Calls.

All call logs retain records for 60 days. You can also access more detailed call logs from your Outlook toolbar and via your Hosted VoIP web portal, reference at the bottom of this page..

Speed Dial 100

Speed Dial 100 allows you to program up to 100 contacts using 2-digit codes 00 through 99.

- At a dial tone, enter ***75** followed by the **2-Digit Speed Dial Code** you'd like program, followed by the **10-digit phone number**.
- To use a Speed Dial code, while the **phone is on-hook** (no dial tone), enter **# + 2-Digit Speed Dial Code**, then lift up 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.

Do Not Disturb (DND)

Do Not Disturb (DND) will send all of your callers directly to voicemail.

To **Activate** DND:

- Press the **DND** soft key.
- The icon next to your extension will change to confirm activation of DND.

To **Deactivate** DND:

- Press the **DND** hard key again.
- A phone icon will again display next to your extension to confirm deactivation of DND.

Voicemail

Retrieving Voicemails

Three Ways to Access

- **From Your Office Phone:**
Tap the **Messages** key, then tap the **Connect** soft key. When prompted, enter your Voicemail **Passcode**, followed by #.
- **From Outside the Office*:**
Dial your Voicemail Retrieval number. When prompted, enter your 10-digit phone number followed by #. Reenter your 10-Digit Phone Number, followed by #.
- **By Calling Your Direct Dial Number:**
During your greeting, press 7. Enter your Voicemail Passcode, followed by #.

Note: *You can save a contact in your cell 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

- 11 .. 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
- 88 .. Call Sender

Web Portal

Login Information

Web Address: <http://centurylink.com/voip> (make this link a favorite)
Username: Indicated on Welcome Email from your administrator
Password: Indicated on Welcome Email from your administrator

New Web Portal Password

Please record your password here:

Notes
