

### Getting Started



#### Setting Up Your Voicemail

- **From Your Office Phone:** Press the **Messages** key, then press 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:

<b>Phones In Your Office*</b>	4-Digit Extension
<b>Phones In Other Offices</b>	10-Digit Phone Number
<b>Local</b>	10-Digit Phone Number
<b>Long Distance</b>	10-Digit Phone Number
<b>Toll-Free</b>	10-Digit Phone Number
<b>International</b>	011 + Country Code + City Code + Number
<b>Operator*</b>	0
<b>Information**</b>	411
<b>TTY</b>	711
<b>Emergency Services***</b>	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

#### Supervised Transfer

**Supervised 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** hard or soft key. The person you are talking to is placed on Hold and you receive a dial tone.
2. Dial the number where you wish to transfer the call.
3. After you announce the caller to the recipient, press the **Transfer** hard or soft 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:** 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 call to.

1. While on a call, press the **Transfer** hard or soft key. The person you are talking to is placed on Hold and you hear a dial tone.
2. Press the **Blind** soft key.
3. Dial the number where you wish to transfer the call.
4. 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. Dial the recipient's extension and press the **Enter** soft key.
3. 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** hard or soft key. The person you are talking to is placed on Hold and you receive a dial tone.
2. Dial the number of the person you want to conference into your call.
3. After you announce the conference, press the **Conference** hard or soft key again to complete the conference.
4. 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 utilize the Park function and Conference keys to join two active calls together.

1. When the second call comes in, answer it and place it on Park by pressing the **Park** soft key and **#**.
2. Return to the original call.
3. Press the **Conference** hard or soft key.
4. Dial **\*88** and then **#** to retrieve the call from Park.
5. After you announce the conference to the other party, press the **Conference** hard or soft key again to complete the conference.

### 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 **Always Forward**, **No Answer Forward**, or **Busy Forward** and press the **Select** soft key.
3. Enter the number or extension of where you would like to forward your calls and then press the **Enable** soft key.

To **Disable** Forwarding:

1. To disable, press the **Forward** soft key, select the feature you would like to disable and press the **Select** soft key. 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 press the **Dial** softkey or lift up the handset. **Example:** Do not establish dial tone, dial **#+00** press Dial or lift handset, or whichever 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 **Do Not Disturb** hard key.
- An **"X"** will flash next to your extension to confirm activation of DND.

To **Deactivate DND**:

- Press the **Do Not Disturb** hard key again.
- A phone icon will display next to your extension to confirm deactivation of DND.

## Voicemail

### Retrieving Voicemails

**Three Ways to Access**

- **From Your Office Phone:**  
Press the Messages key, then press 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	While a Message is Playing
<b>11</b> .. Check Unheard Messages	<b>1</b> .... Repeat Message
<b>1</b> .... Listen to Messages	<b>2</b> .... Pause/Resume
<b>2</b> .... Send Messages	<b>3</b> .... Skip to End
<b>4</b> .... Mailbox Options	<b>4</b> .... Slow Down
<b>*</b> .... Disconnect	<b>5</b> .... Message Details
<b>0</b> .... More Options	<b>6</b> .... Speed Up
	<b>7</b> .... Delete Message
	<b>9</b> .... Save Message
	<b>*</b> .... Return to Previous Menu
	<b>#</b> .... Skip Message
	<b>88</b> .. 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

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