# Welcome to CenturyLink Hosted VoIP Guide

Jefferson City School District, Classroom Polycom VVX311

# What you will learn today …..

Getting Started

Dial Plan

Phone and Calling Features

# Phone Navigation



Message Waiting Indicator

Line Keys

Soft Keys

Home

Navigation Keys

Transfer/Voicemail/Hold

Headset/Speaker/Mute

Volume

**Note**: **VVX300 pictured. Appearance might vary slightly depending on your phone model.**

# Dial Plan

| When Calling… | Dial… |
| --- | --- |
| JCSD Phones* | 7-Digit Extension |
| Local | 7-Digit Phone Number |
| Long Distance | 10-Digit Phone Number |
| Toll-Free | 10-Digit Phone Number |
| International | 011 + Country Code + City Code + Number |
| Operator* | 659-3000 |
| 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

JEFFERSON CITY
EST. 1838
JC
SCHOOL DISTRICT

CenturyLink®
Business

# Soft Key Default Layout

## On-Hook

- Callers

## Off-Hook

- Callers
- End Call
- Retrieve

## During a Call

- Hold
- End Call
- Transfer
- More



**Note**: This is an example of available features. Softkey options will vary based on features selected by your administrator, and may not be positioned exactly as seen in this training module.

# Home Page

## Home Page

• Press the Home button to access advanced features and settings

## Directories

• Missed Call Log
• Outbound Call Log
• Inbound Call Log

## Settings

• Change ring tones
• Set ringing to silent

# Caller ID

## Internal Users

- 7-digit extension and Name

## External Calls

- Caller ID will be your office's main number and 'the Directory listing associated with that office'

## Blocking Caller ID

- Enter *67 followed by the phone number you wish to dial

## Redial

- Dial *66 to dial the last number dialed

# Placing a Call on Hold

## Hold

- To place a call on hold, press the Hold soft key or hard key
- To retrieve the 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 will automatically place your existing call on hold
- You can toggle between active calls by pressing Up/Down navigation key to make your selection, then press the Resume soft key

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# Transfer

## Transfer:
## Blind and Consultative

- **Consultative Transfer**  Press the **Transfer** hard or soft key.
- Enter the extension +# or the 10 digit number +# that you want to Transfer to.
- You can privately announce the caller to the receiving party, then press **Transfer** again to complete
- **Blind Transfer**  Press and hold down the **Transfer** hard or soft key.
- **Press 2** on the keypad for Blind Transfer and press the Select soft key.
- Enter the extension +# or the 10 digit number +# that you want to Transfer to.  Your  Blind Transfer is complete.
- Enter the extension +# or the 10-digit number +# that you wish to Transfer to

## Cancel Transfer

- Before entering the final digit you can press the **Cancel** soft key
- You will return to the original caller

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

**Caller ID:** The party receiving the transfer will see the caller ID of the external calling party.

# 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 4-digit extension followed by #
- The call is parked on that extension until it is retrieved

## Retrieve

- From any IP handset, establish dial tone
- Enter *88 or press the Retrieve soft key
- Enter the 4-digit extension followed by # that the call was parked on

**Note**: If a parked call is not retrieved, it will recall to the device that it was parked from.

# Using Call Logs

## Missed Calls

- Incoming calls to your phone that you did not answer
- Press the Caller softkey or press the Down navigation key

## Received Calls

- Incoming calls to your phone that you did answer
- Caller soft key or press the Left navigation key

## Placed Calls

- Outbound calls that you made
- Internal or external
- Caller soft key or Right navigation key

**Note**: If your phone reboots or loses power, it will clear the local call logs.

# Need Assistance?

**Call 659-3121, Technology Services or contact your Media Specialist to have a Workorder created.**