



# Welcome to CenturyLink Hosted VoIP Guide

Jefferson City School District, Admin Polycom VVX411

# What you will learn today .....

Getting Started

Dial Plan

Phone and Calling Features

Unified Communications



# Phone Navigation



# 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
<b>Emergency Services***</b>	<b>911</b>

\*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



# Soft Key Default Layout

## On-Hook

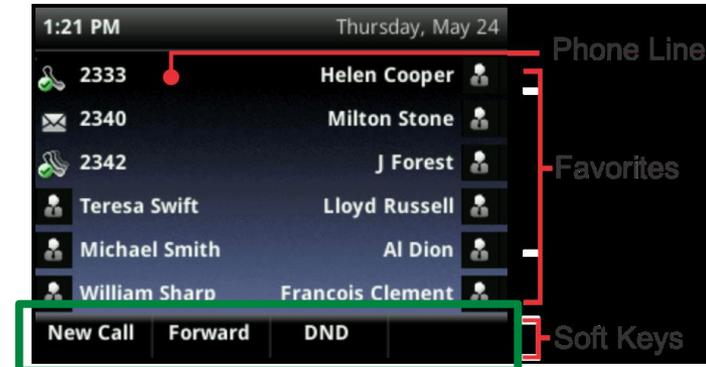
- Callers
- Directory
- Retrieve
- More

## 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
- Enable/Disable Call Forwarding
- Enable/Disable DND



# Caller ID

## Internal Users

- 7-digit extension and Name on the phone

## 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

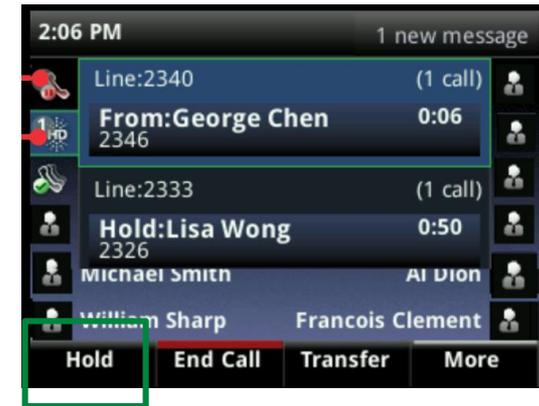
- Dial \*66 to dial the last number dialed



# 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



# Consultative Transfer

## Consultative Transfer

- While on a call, press the Transfer soft or hard key
- If you want to transfer to an extension that you have a Busy Lamp Field, or a Favorite built, press the Lines Softkey, then press the button corresponding to the destination, OR
- When you hear dial tone, enter the extension +# or the 10-digit number +# that 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 doesn't wish to take the call, press the Cancel soft key.
- You will be returned to your caller



**Note:** You may need to press the **More** soft key to find the **Cancel** soft key.

**Caller ID:** The party receiving the transfer **WILL** see the caller ID of the person transferring the call – **NOT** the Caller ID of the calling party.



# Blind Transfer

## Blind Transfer

- While on a call, **hold down** the Transfer soft key or hard key
- While on the Transfer Type screen, press 2 on your keypad to perform a Blind Transfer.
- Press the Select soft key.
- If you want to transfer to an extension that you have a Busy Lamp Field, or Favorite built for, press the Lines Softkey, then press the button corresponding to the destination, OR
- When you hear dial tone, enter the extension+# or the 10-digit number+# that you wish to Transfer to
- The call will be transferred

## Cancel Transfer

- If you realize there is an error in your dialing, before entering the last digit, you can press the Cancel soft key
- You will return to the original caller



**Note:** To use Busy Lamp Fields or Favorites, when transferring: Transfer, Lines, then press the BLF or Favorite to complete the transfer.

**Also:** 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 calling party.

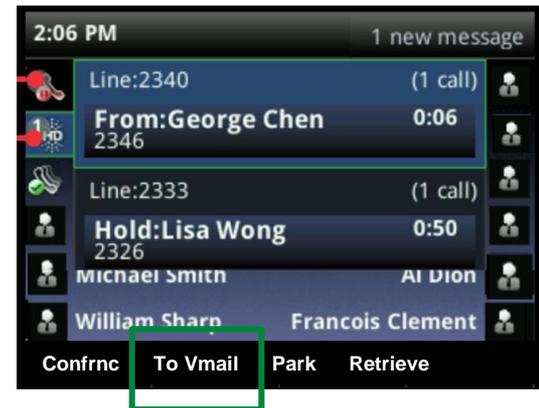
# Transferring a Call to Voicemail

## To Voicemail

- While on a call, press the ToVmail soft key
- Enter the extension for the mailbox and press the Enter soft key
- The call is released from your phone and goes directly to voicemail. It does not ring the phone.

## Cancel Transfer

- If you make a mistake or change your mind
- Press the Cancel soft key
- This will return you to the original caller



**Note that the caller WILL still be on your line, and will be able to hear you!!**

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

**Caller ID:** The caller ID in the recipients voicemail will show as the outside caller.

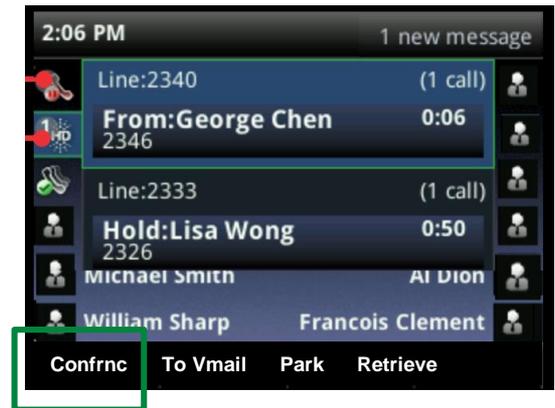
# Making a Conference Call

## Conference

- You can Conference up to 15 callers
- With a call in progress, press the Conference 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 Conference 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 will return you to your original caller(s)



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



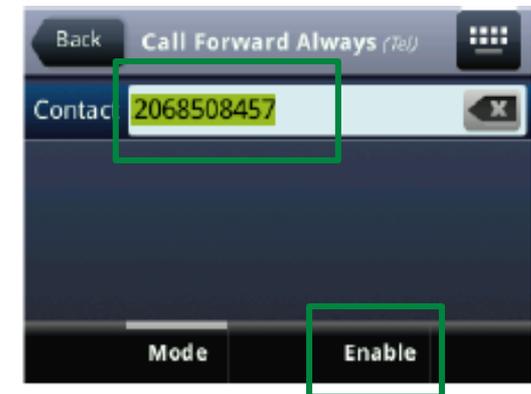
# Forwarding Your Calls

## Enable

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

## Disable

- Press the Forward soft key
- Press the option you wish to disable
- Press the Disable soft key
- Calls will again ring to your phone



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

# Do Not Disturb (DND)

## Enable

- Press the DND soft key
- The icon next to your primary line keys will change providing you with a visual that your phone is in DND mode
- Callers will now 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 Enable

## Disable

- Press the DND soft key
- Callers will 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 Disable



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

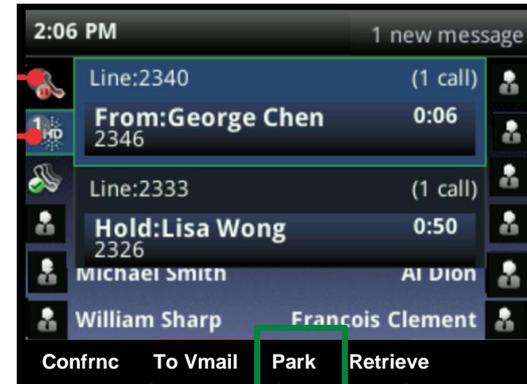
# Call Park

## 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 7-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 Callers soft key or press the Home button to access Directories

## Received Calls

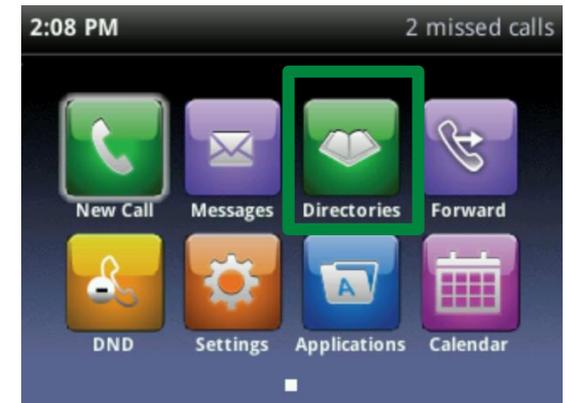
- Incoming calls to your phone that you did answer
- Callers soft key or press the Home button to access Directories

## Placed Calls

- Outbound calls that you made
- Internal or external
- Callers soft key or press the Home button to access Directories

## Additional Detail

- Access call logs from your phone, toolbar or Hosted VoIP End User Portal
- Access from Home → Directories



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

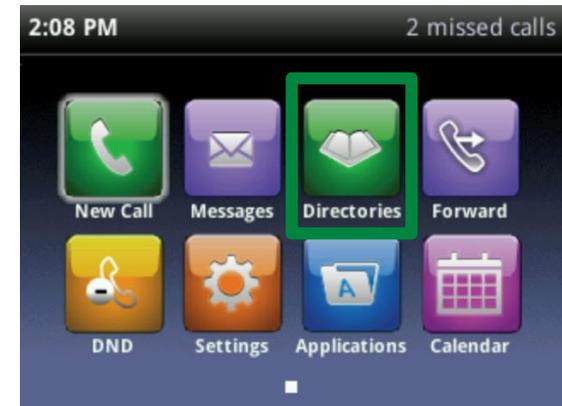
# Using Directories

## District (Enterprise) Directory

- Press the 'Directory' Soft Key or 'Home' and scroll/highlight the 'Directories' icon
- Scroll down, or click the 4 key, to Enterprise Directory.
- Using the number pad, type in first few letters of the name and click the 'Submit' Soft Key.
- A District-wide list will show. Scroll to find the name you are searching for, and click the scroll wheel. This will bring up the info for that user. Click on the 'Dial' Soft Key to dial.

## Building (Group) Directory

- Same procedures as above, except click on Group Directory, or the 6 key.
- This will only show numbers in your building.



**Note:** Only those buildings that are on the VOIP system will be available to be searched. Non-VOIP phone numbers will not show up.



# Setting up Your Unified Communication Voicemail

## Setup UC Voicemail



- Dial your Voicemail Retrieval number (855-540-6245))
- Instructions are provided on the Technology Services website: <https://www.jcschools.us/Page/17039>
- **Note:** If you do not setup your voicemail greeting, your callers will not be able to leave you a message.

## You will be instructed to do the following

- Record your name
- Set your open and closed schedule
- Record your “Open” greeting and “Closed” greeting



# Voicemail Initialization User Guide

Press the **Messages** button on your VoIP phone, then press **Connect**, or dial your Remote Voicemail Access number **855-540-6245**. If calling from a phone other than your VoIP phone, enter in your 10 digit direct phone number, followed by #. You will be asked to enter a password you wish to use.

Record your name:

When prompted, record your first and last name, followed by #.

Select schedule and greetings callers will hear:

**Choose Option 2** to define your schedule and have your Open Greeting play 24/7

- At the prompt “Saturday and Sunday are defined as Weekend” **Press 1**
- At the prompt “Weekday Schedule Open Greeting” **Enter 24#**
- At the prompt “Weekend Schedule Open Greeting” **Enter 24#**
- To save selections after schedule summary **Press 1**

*(Note: You can also Choose Option 1 to use the Standard Schedule. If selected this will play your Open Greeting 8:00 a.m. – 5:00 p.m., Monday – Friday, and your Closed Greeting on Nights and Weekends)*

## Record Greetings:

Once you have defined your schedule, you will be prompted to record your greetings

Record Personal “Open Greeting”:

When prompted choose **Option 2** to record your **Personal Open Greeting**

Record Personal “Closed Greeting”:

*The system will prompt you to record a Closed Greeting, though this greeting will not be heard if you defined your Open Greeting to play 24/7 in Step 5.*

When prompted choose **Option 2** to record your **Personal Closed Greeting**

*(Note: You can also select Option 1 for Open & Closed to use the Standard Greeting. This is a canned voice and will include your 10-digit phone number as part of the greeting)*



# Voicemail Initialization User Guide (Continued)

The system will state a few useful tips for navigating the voicemail menu, and will then state that your voicemail service is “now ready to use and accept messages”. **Voicemail setup is complete!** You can now hang up the phone.

## **Notes:**

*Your default password is 2580. To change your voicemail password, log into your mailbox and press 4 – 2 – 1 – 1*

*To change your Greeting(s), log into your mailbox and press 4 – 3 – 1, then select greeting you’d like to re-record*

*Once your mailbox is initialized, you can login remotely by dialing your telephone number. When the greeting answers press 7, followed by your password + #.*

*If you selected the Standard Schedule and would like to now have your Open Greeting play 24/7, log into your mailbox and press 4 – 3 – 1 – 3 – 2, and then follow steps a) through d) in Item 5 above.*

**To access your voicemail remotely, dial your personal number. When you hear your own greeting, press 7. The system will prompt you for your password.**



# Ways to Access Voicemail

## From your IP Handset

- Press the Messages button 
- Press the Connect soft key
- When prompted, enter your Voicemail Passcode followed by #

## From Outside of the Office

- From any phone, dial your Voicemail Retrieval number (855-540-6245)
- 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 7 on your key pad
- When prompted, enter your Voicemail Passcode followed by #



# Next Steps

What happens next?

Setup Voicemail prior to install – by COB

**Reminder:** *If you do not set up your voicemail, callers will not be able to leave you a message*



# Need Assistance?

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

Polycom Handset Videos

[www.centurylink.com/business/resources/video/polycom-handset-training/vvx-300-400.html](http://www.centurylink.com/business/resources/video/polycom-handset-training/vvx-300-400.html)

Copy and paste the above link to your Chrome Browser.

