



## **Polycom IP331 Owner's Manual V.3**

<b>1</b>	<b>INTRODUCTION .....</b>	<b>5</b>
	IMPORTANT SAFETY AND CONFORMANCE INFORMATION FOR IP PBX BASE UNIT AND DESKPHONES.....	5
	<i>Conformance .....</i>	5
	<i>Important Safety instructions.....</i>	5
	<i>FCC Information.....</i>	7
	Customer Owned Coin/Credit Card Phones .....	7
	Data Equipment.....	7
	Systems.....	7
	Automatic Dialers.....	8
	Toll Restriction and Least Cost Routing Equipment.....	8
	Equal Access Requirements.....	8
	Electrical Safety Advisory .....	8
	Radio Interference.....	8
	RF Radiation Exposure.....	9
	Modifications .....	9
	IMPORTANT SAFETY AND CONFORMANCE INFORMATION FOR VERTICAL CORDLESS TRANSMITTER AND CORDLESS PHONES .....	9
	FCC Information.....	9
	Additional FCC Information.....	11
	Notational conventions.....	15
	Typographical conventions.....	15
	Special messages .....	15
	Note .....	15
	<i>Basic Requirements.....</i>	15
<b>2</b>	<b>GETTING TO KNOW YOUR HOSTED PBX SYSTEM.....</b>	<b>17</b>
	<i>Before you Begin Your Installation.....</i>	17
	<i>Assigning Extension Numbers and Phone Numbers to Phones.....</i>	20
<b>3</b>	<b>INSTALLING YOUR HOSTED PBX PHONE SYSTEM.....</b>	<b>21</b>
	<i>Installing Desk Phones.....</i>	21
	Option 1: Connect Desk Phones using your existing data network.....	21
	Option 2: Connect Desk phones using your existing data network then connect the phones to your computer .....	22
	Option 3: Connect phones wirelessly within 40' using the Wireless Adapter .....	23
	Note.....	23
	<i>Setting up the Base.....</i>	24
	To attach the base as a desk mount:.....	24
	To attach the base as a wall mount: .....	25
	<i>Activating the Service.....</i>	26
<b>4</b>	<b>USING YOUR HOSTED PBX PHONE SYSTEM .....</b>	<b>28</b>
	<i>System Description .....</i>	28
	<i>Getting Started.....</i>	28
	<i>Polycom 2-Line Desk Phone .....</i>	28
	Introduction to your Polycom 2-Line Desk Phone .....	28
	<i>Desk Phone— Basic Call Features .....</i>	31
	Answering Calls.....	31
	Answering When Not in Another Call .....	31
	To answer a call using the handset .....	31
	To answer a call using Hands-Free Speakerphone mode: .....	31



## INTERMEDIA

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To answer a call using the headset: .....	32
Handling MultipleCalls.....	32
Answering When in Another Call .....	32
Managing IncomingCalls .....	32
RejectingCalls .....	33
DivertingCalls .....	33
Ending a Call.....	34
Placing a call.....	34
To place a call using the handset: .....	35
To place a call using Hands-Free Speakerphone mode: .....	35
To place a call using the headset.....	35
To place a call using the Dial key: .....	36
Managing Call Lists .....	36
Call Hold .....	38
Call Transfer .....	38
Note.....	39
Call Park .....	40
Paging (Intercom) .....	41
Forwarding IncomingCalls .....	42
To disable call forwarding: .....	43
ConferenceCalls .....	43
To split a conference call: .....	43
To set up a conference call using the Join soft key: .....	43
To end a conference call: .....	44
<i>Using Voicemail .....</i>	<i>44</i>
Setting up the voicemail box for the first time.....	44
Retrieving messages from your Desk Phone.....	44
Retrieving messages when you are away from the office .....	45
Returning a Call.....	45
Change your Voicemail PIN .....	45
Record a Personal Greeting via the Phone .....	45
Forward Voicemail Messages via the Phone .....	46
Logging into your Voicemail Box via the Web.....	46
Retrieving messages via the Web.....	47
Forward Voicemail Messages via the Web .....	47
Voicemail Notification via Email.....	49
To Create a Voicemail Group .....	49
Change the Amount of Time Before Voicemail Picks Up .....	50
<i>Additional Call Features.....</i>	<i>51</i>
Redial .....	51
Speed Dial list .....	51
Assigning New Speed Dial Indexes .....	52
ManagingContacts .....	52
To add a contact to the local contact directory from a call list: .....	55
To edit a contact in the local contact directory: .....	56
To delete a contact from the local contact directory: .....	56
To search for a particular contact in the local contact di- rectory:.....	57
Inbound CallerID .....	58
Extension Set-Upoptions.....	59
Enable All Call Forwarding.....	59
Disable CallForwarding .....	59
Do NotDisturb .....	60
Features > Do not disturb again .....	60
To configure the time anddate:.....	61
DisplayContrast .....	61
Headset MemoryMode .....	62
To permanently enable the Headset Memory Mode: .....	62

---



To activate Headset Memory Mode: .....	62
Electronic Hookswitch.....	62
To select a headset that supports electronic hookswitch: .....	63
Ring Type.....	63
To change the incoming ring to a desired sound: .....	63
Language Support.....	64
To change the language:.....	64
DirectorySearch .....	64
To change the directory search parameter: .....	64
Muting the Microphone .....	65
Adjusting the Volume .....	65
Directed Call Pickup.....	66
Call Recording.....	66

# 1

## **Introduction**

Congratulations on purchasing the Intermedia Hosted PBX phone system and service. You will now be able to share your phone connection between fixed & wireless handsets and across multiple locations using the latest in 'Voice over IP' services.

This User Guide will show you how to setup and use your new Hosted PBX phone system and service.

## **IMPORTANT SAFETY AND CONFORMANCE INFORMATION FOR IP PBX BASE UNIT AND DESKPHONES**

### **Conformance**

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This equipment is designed for use in the United States.

This equipment complies with the following standards:

FCC Part 15, Subparts B, C, D

FCC Part 68

UL60950

Analog extension ports: TNV3

CO port: TNV3

ADSL port: TNV3

Power fail port TNV3

LAN/WAN ports SELV

### **Important Safety instructions**

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The following safety information is reprinted from IEC60950.

- When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:
- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- Do not use this product near water (for example, in a wet basement).
- Do not place this product on an unstable cart, stand, or table. The product can fall, causing serious damage to the product.

- Slots and openings in the cabinet and the back or bottom are provided for ventilation, to protect it from overheating; these openings must not be blocked or covered. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
- This product should be operated only from the type of power source indicated in the manual. If you are not sure of the type of power source to your building, consult your dealer or local Power Company.
- The power socket outlet must be located near the product and must be easily accessible to allow plugging/unplugging.
- Do not allow anything to rest on the power cord. Do not locate this product where persons walking on it will abuse the cord.
- Do not use an extension cord with this product's AC power cord. The AC outlet for this product should not be used for any other electrical equipment.
- Never push objects of any kind into this product through cabinetslots as they can touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
- To reduce the risk of electric shock, do not disassemblethis product, but take it to a qualified serviceman when some service or repair work is required. Opening or removing covers can expose you to dangerous voltages or other risks. Incorrect re-assembly can cause electric shock when the product is subsequently used.
- Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - When the power supply cord or plug is damaged or frayed.
  - If liquid has been spilled into the product.
  - If the product has been exposed to rain or water.
  - If the product does not operate normally by following the operating instructions.
  - Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls can result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
  - If the product has been dropped or the cabinet has been damaged.
  - If the product exhibits a distinct change in performance.
- Avoid using a telephone during an electrical storm. There can be a remote risk of electric shock from lightning.
- Do not use the telephone to report a gas leak in the vicinity of the leak.

**CAUTION**

**Use only 26 AWG line cord or larger for  
Central Office line connections.**

### **FCC Information**

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This equipment complies with Part 68 of the FCC rules and the requirements adopted by ACTA.

A FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is Part 68 compliant. See Installation Instructions for details.

The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. Typically, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line (as determined by the total RENs) contact the local Telephone Company.

If this system causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the Telephone Company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The Telephone Company may make changes to its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the Telephone Company will provide advance notice so you can make the necessary modifications to maintain uninterrupted service.

If the equipment is causing harm to the telephone network, the Telephone Company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. (Contact the state public utility commission, public service commission or corporation commission for information.)

This equipment is hearing aid compatible.

### **Customer Owned Coin/Credit Card Phones**

To comply with state tariffs, the Telephone Company must be given notification prior to connection. In some states, the state public utility commission, public service commission or corporation commission must give prior approval of connection.

### **Data Equipment**

The table below shows which jacks are associated with which modes of operation:

<b>Mode of Operation</b>	<b>USOC Jack</b>
Permissive	RJ11C

### **Systems**

Facility Interface Codes (FIC), Service Order Codes (SOC), USOC Jack Codes and Ringer Equivalence Numbers (REN) are shown in the table below for each port where applicable:

Port	FIC	SOC	USOC	REN
Line 1	02LS2	9.0Y	RJ11C	0.1B
Line 2	02LS2	9.0Y	RJ11C	0.1B
Line 3	02LS2	9.0Y	RJ11C	0.1B
Phone	02LS2	9.0Y	RJ11C	0.1B

#### **Automatic Dialers**

WHEN PROGRAMMING EMERGENCY NUMBERS AND (OR)  
MAKING TEST CALLS TO EMERGENCY NUMBERS:

1. Remain on the line and briefly explain to the dispatcher the reason for the call.
2. Perform such activities in the off-peak hours, such as early morning or late evenings.

#### **Toll Restriction and Least Cost Routing Equipment**

The software contained in Hosted PBX phone system to allow user access to the network must be upgraded to recognize newly established network area codes and exchange codes as they are placed into service.

Failure to upgrade the premises systems or peripheral equipment to recognize the new codes as they are established will restrict the customer and the customer's employees from gaining access to the network and to these codes.

#### **Equal Access Requirements**

This equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

#### **Electrical Safety Advisory**

It is strongly suggested that an AC surge arrestor be installed in the AC outlet to which this equipment is connected.

#### **Radio Interference**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no



guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

#### **RF Radiation Exposure**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 8 inches (20 centimeters) between the radiator and your body.

This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

#### **Modifications**

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. There are no user-serviceable parts or adjustments inside this equipment - please do not open the equipment case.

## **IMPORTANT SAFETY AND CONFORMANCE INFORMATION FOR VERTICAL CORDLESS TRANSMITTER AND CORDLESS PHONES**

#### **FCC Information**

This equipment complies with Part 15 of the FCC rules and Part 68 of the FCC rules, and the requirements adopted by the Administrative Council for Terminal Attachments (ACTA). Located on the equipment is a label that contains, among other information, the FCC registration number, and the ringer equivalence number (REN). If requested, this information must be provided to the telephone company. The REN is used to determine the number of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five (5.0). To ascertain the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

This equipment cannot be used on the telephone company provided coin service. Connection to Party Line Service is

subject to State Tariffs. If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If such advance notice is not practicable, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe this is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice to enable you to make the necessary modifications in order to maintain uninterrupted service. If the trouble is causing harm to the telephone network, the telephone company may request you to disconnect the equipment from the network until the problem is resolved.

This equipment uses the following USOC jacks: RJ11C.

It is recommended that the customer install an AC surge arrester in the AC outlet to which this device is connected. This is to avoid damage to the equipment caused by local strikes of lightning and other electrical surges.

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#### Consumer Information

1. This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back of this equipment is a label that contains, among other information, a product identifier in the format US:T7HCT8010. If requested, this number must be provided to the telephone company.
2. An applicable certification jacks Universal Service Order Codes (USOC) for the equipment is provided (i.e., RJ11C) in the packaging with each piece of approved terminal equipment.
3. A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA.
4. The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

#### **Additional FCC Information**

1. If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.
2. The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.
3. Should you experience trouble with this equipment, please contact your Service Provider for repair or warranty information. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.
4. Please follow instructions for repairing if any (e.g. battery replacement section); otherwise do not alternate or repair any parts of device except specified.
5. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.
6. NOTICE: If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this

1.9GHz DECT Product for VoIP and PSTN does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

7. This equipment is hearing aid compatible.

NOTICE: According to telephone company reports, AC electrical surges, typically resulting from lightning strikes, are very destructive to telephone equipment connected to AC power sources. To minimize damage from these types of surges, a surge arrestor is recommended.

#### **Applicable for Coin or Pay Phone Only**

To comply with state tariffs, the telephone company must be given notification prior to connection for customer-owned coin or credit card phone. In some states, the state public utility commission, public service commission or corporation commission must give prior approval of connection.

#### **Important Safety Information**

Charge the battery or handset only in combination with CP2002 Charger and the SALOM SSW-1444US adapter that comes with the product. Plug the SALOM SSW-1444US AC/DC adaptor in a wall outlet socket near the equipment for easy access/removal of the AC/DC adaptor.

#### **Important Battery Information**

This product uses rechargeable Lithium-ion batteries 3.7V, 650mAh. Only use batteries that come with the handset or dedicated spare batteries marked with "Battery Pack 3.7V 650mAh Li-ion". Do not use any other type, since this may present a risk of leakage, fire, explosion or other hazardous situation. For battery replacement or removal please remove the battery cover of the handset. Never disassemble, customize or short-circuit batteries. Do not place battery in fire or heat the battery. Charge the battery or handset only in combination with CP2002 Charger and the SALOM SSW-1444US adapter that comes with the product.

#### Sensitive Electronic Environment

Any radio-based equipment can potentially cause interference with other equipment and can be interfered from other equipment. This also applies for DECT equipment. However due to the very low transmission power level the chances for interference are very small. Research proves that operational DECT phones normally don't influence electronic equipment however some precautions must be taken into account for sensitive electronic equipment e.g. sensitive laboratory equipment. When DECT phones operate in straight nearness of sensitive electronic equipment incidental influence can appear. You are advised not to place the DECT phone on or close (less than 10cm) to this kind of equipment, even in standby mode. Please also use the other documentation supplied with the various parts of your telephone system.

#### Product Disposal Information

Disposal of electrical and electronic products in countries outside the European Union should be done in line with the local regulations. If no arrangement has been made with Vertical Communications or your supplier, please contact the local authorities for further information.

#### Battery Disposal Information

Defect or exhausted batteries should never be disposed of as municipal waste. Return old batteries to the battery supplier, a licensed battery dealer or a designated collection facility. Do not incinerate batteries.

#### Regulatory Information

##### Interference Information:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate

radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**WARNING:** Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Privacy of communications may not be ensured when using this phone.

#### Exposure to Radio Frequency (RF) Signals:

This wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on the safety standards previously set by both U.S. and international standards bodies. These standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

This product has been shown to be capable of compliance for localized specific absorption rate (SAR) for uncontrolled environment/general population exposure limits specified in ANSI/IEEE Std. C95.1-1992 and had been tested in accordance with the measurement procedures specified in FCC/OET Bulletin 65 Supplement C (2001) and IEEE 1528-2003".

**CAUTION:** To maintain the compliance with the FCC's RF exposure guideline, place the base unit at least 20 cm from nearby persons. For body worn operation, this handset has also been tested and meets the FCC RF exposure guideline when used with the Vertical belt clip supplied for this product. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

#### Hearing Aid Compatibility (HAC/VC):

This handset meets the FCC standard for Hearing Aid Compatibility.



**INTERMEDIA**

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FCC Identifier:	ELIRTX3080
Name of Grantee:	RTX America Inc.
Date Granted:	9/23/05
Grant Number:	R0508295-4
Equipment Class:	Part 15 Unlicensed PCS portable Tx held to ear
Notes:	RTX3080.32
FCC Rule Parts:	15D
Frequency Range:	1921.54-1928.45MHz
UL Identifier:	E253011-A4-UL-1
Date Granted:	11/15/05

## Using this Document

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### Notational conventions

Acronyms are defined the first time they appear in the text.  
The term LAN refers to a group of Ethernet-connected computers at one site.

### Typographical conventions

Italic text is used for items you select from menus and drop-down lists and the names of displayed web pages.  
Bold text is used for text strings that you type when prompted by the program, and to emphasize important points.

### Special messages

This document uses the following icons to draw your attention to specific instructions or explanations.



#### Note

*Provides clarifying or non-essential information on the current topic.*



#### Definition

*Explains terms or acronyms that may be unfamiliar to many readers. These terms are also included in the Glossary.*



#### WARNING

*Provides messages of high importance, including messages relating to personal safety or system integrity.*

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## Basic Requirements

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The Hosted PBX phone system is designed to use your existing broadband data connection as well as the existing data wiring in your office. Where you don't have data wiring, you may use the optional Wireless Transmitter and Wireless Adapters to connect Desk Phones wirelessly.

In order to use all the features of the Hosted PBX phone system and service, you must have the following:

- Broadband Internet access
- At least one free port on your router or modem/router
- Your router must be set to DHCP



**INTERMEDIA**

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## 2 Getting to know your Hosted PBX system

### **Before you Begin Your Installation**

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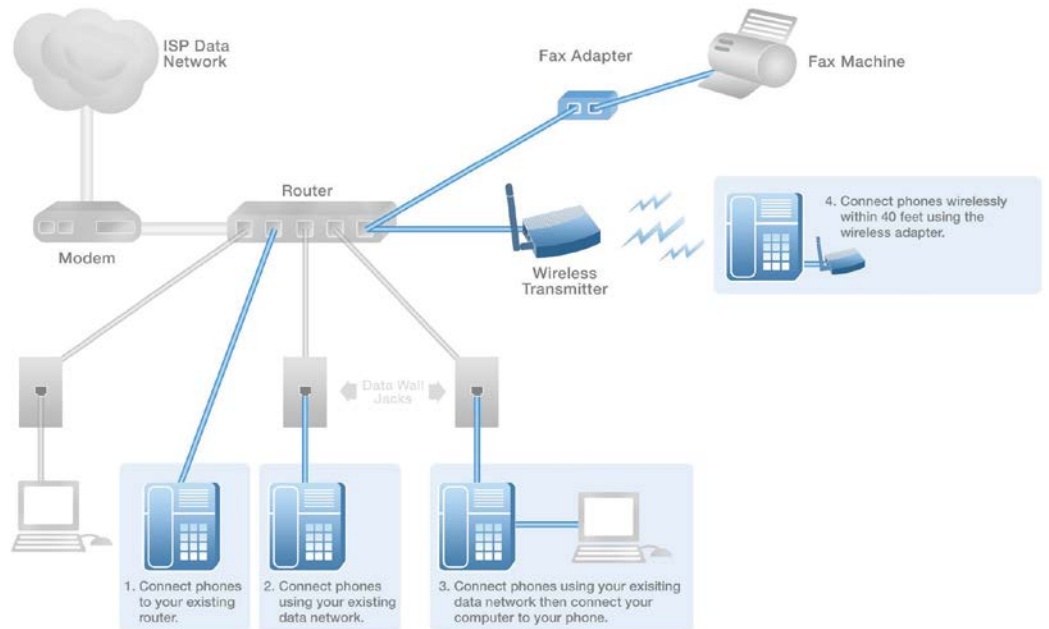
The Hosted PBX phone system is designed to use your existing broadband data connection as well as the existing data wiring in your office. Where you don't have data wiring, you may use the optional Wireless Transmitter and Wireless Adapters to connect Desk Phones wirelessly. In order to begin using your new phone system and service, you need to perform the following steps:

1. Make sure you have received all of your phones and optional equipment
2. Go to <https://exchange.intermedia.net>. Enter your login name and password to the Admin Portal
3. Activate your phone lines
4. Install your phones and optional equipment

You have several options regarding how to setup your new phone system. How you choose to install your phone system will depend on your existing data network and the phones and optional equipment you have purchased. The diagrams below describes options for setting up the phone system.

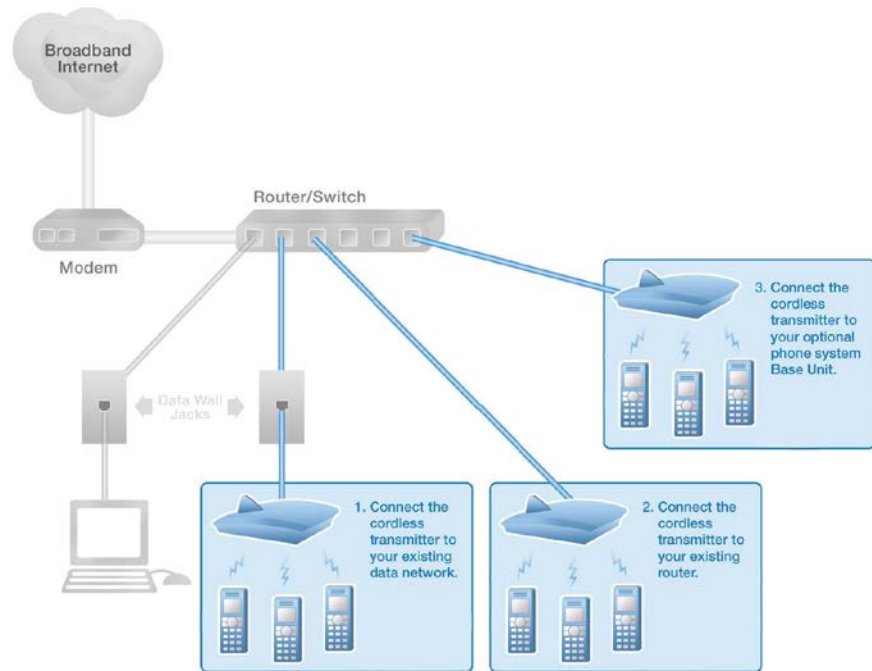
### Standard Setup Options:

This diagram depicts your setup options. By purchasing the optional Wireless Transmitter and Wireless Adapters you may also connect Desk Phones wirelessly.



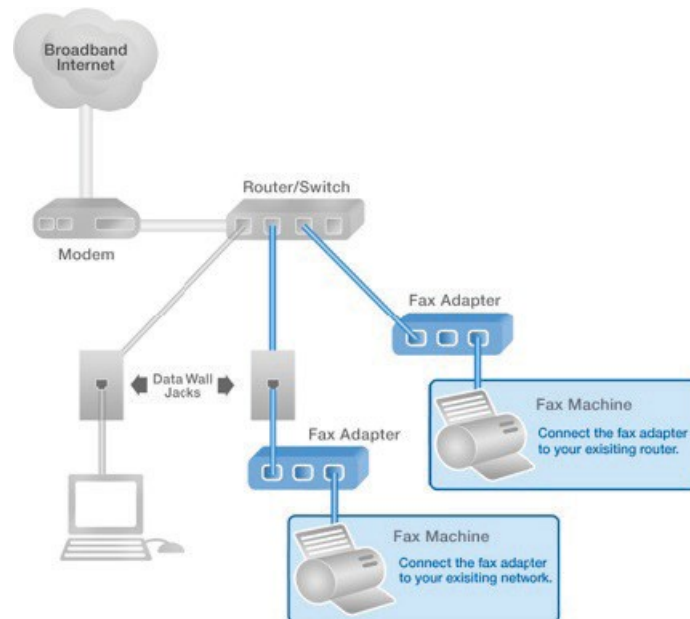
### Cordless Phones:

This diagram depicts the setup options for Cordless Phones. Cordless phones can be used in conjunction with Desk Phones or they can be installed stand-alone.



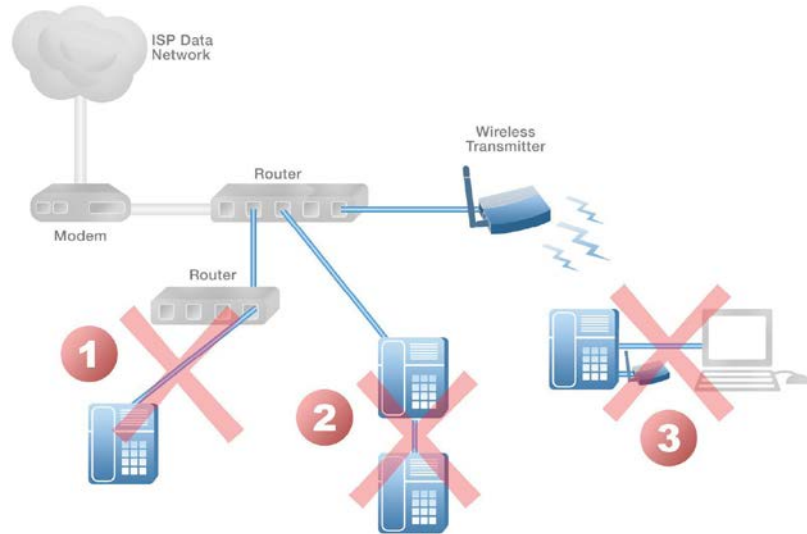
#### Fax Adapter:

This diagram depicts the setup options for the Fax Adapter. The Fax Adapter allows you to use your existing fax machine with the Hosted PBX service.



Setup Options that are not supported

The following setup options ARE NOT supported:



1. Connecting a phone through multiple routers
2. Connecting one phone to another
3. Connecting a phone wirelessly and then connecting a PC

### **Assigning Extension Numbers and Phone Numbers to Phones**

Each phone is assigned an extension and a phone number. Packing list includes a list of your phones and their associated phone numbers and extension. You should have also received and email from Intermedia with the phone numbers and extensions associated with each enhanced services such as an Auto Attendant or WebFax. You may also log into your Admin Portal at <https://exchange.intermedia.net> to view a list of your phone numbers and extensions.

## 3 Installing your Hosted PBX Phone System


### Installing Desk Phones

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Desk Phones can be installed in the following ways

- You may connect Desk Phones Wirelessly to the Optional Wireless Transmitter and Optional Wireless Adapters
- You may connect Desk Phones to your existing router
- You may connect Desk Phones to any data wall jack on your existing network
- You may connect a Desk Phone to a wall jack or router then connect a PC to the Desk Phone.

#### 1. Assemble the Desk Phones


Use the included coiled handset cord and connect one end into the base of the handset and the other end into the handset port on the side of the phone labeled  (there is a handset port and a headset port)

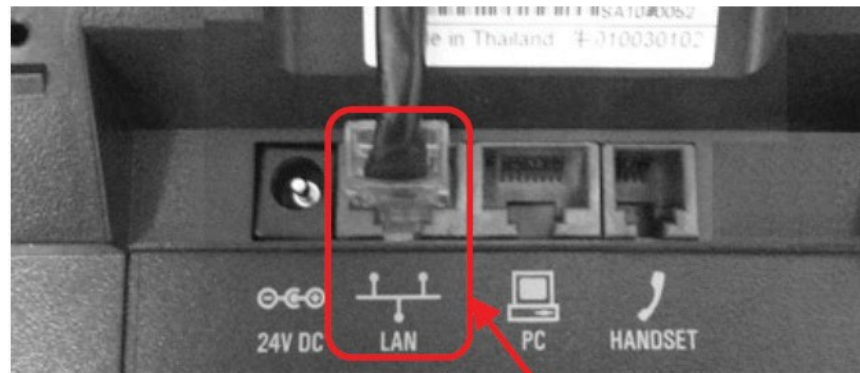


#### 2. Connect the Desk Phone

For your convenience, you have four options to connect your Desk Phones. You may use any or all of them


#### **Option 1: Connect Desk Phones using your existing data network**

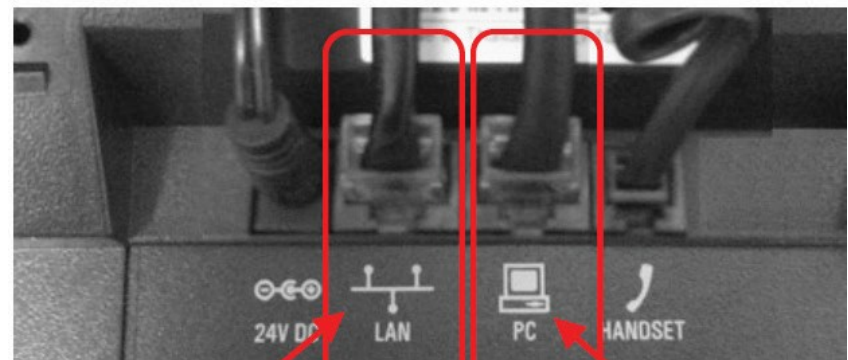
Use the included phone cord and connect one end into the port on the back of the phone labeled  and connect the other end into any data port on your network (router, switch or wall jack).



To your router or walljack

**Option 2: Connect Desk phones using your existing data network then connect the phones to your computer**

If you already have a computer using a wall data jack or router/switch port, unplug the computer from the network, then connect the phone using the steps in Option 1. Plug your computer into the port on the back of the phone labeled .



To your router or  
wall jack

To your PC

### Option 3: Connect phones wirelessly within 40' using the Wireless Adapter

#### Installing Wireless Transmitter

The wireless adapter allows a desk phone to be used without a cord connecting it to the Wireless Transmitter. The range of the wireless adapter is 40 feet from the Wireless Transmitter.

The wireless adaptor has its own power supply. Plug the phone's power cord into the short "power in" cord on the wireless adapter and then into the wall outlet. Then,

1. Plug the included LAN cable into the WirelessAdapter
2. Plug the other end of the LAN cable into the back of the phone using the port.
3. Plug the Wireless Adapter long power cord into an outlet



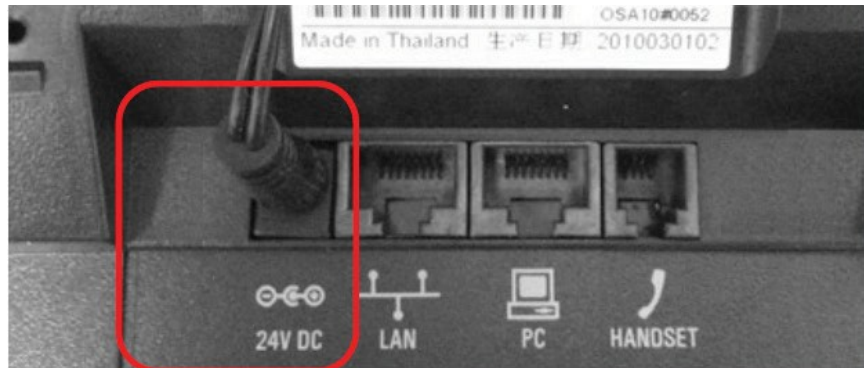
#### Note

*To avoid interference or static on the phone, place the Wireless Adapter away from the phone as shown.*



#### 3. Connect Power to the Desk Phone

Use the included power cord and plug one end into the back of the phone and the other end into the wall outlet. The phone will indicate that it is configuring itself. Once the phone has finished its configuration, it is ready to make and receive phone calls.



### Setting up the Base

---

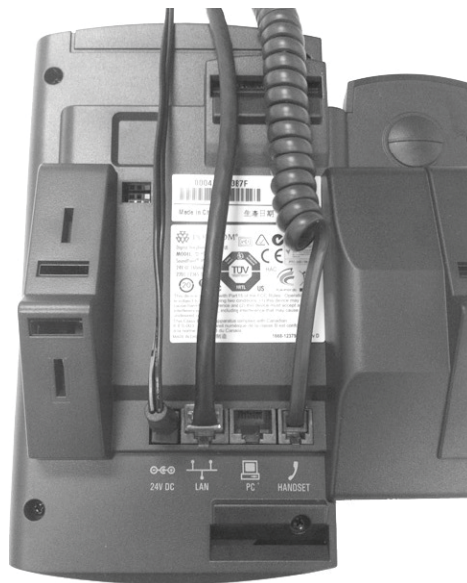
Before using the Desk Phone, you must attach the base. The base has two pins: one that retracts and one that is stationary. These pins attach the base to the phone. Attaching the Base

Attach the phone base to the phone in one of the following ways:

- As a desk mount
- As a wall mount

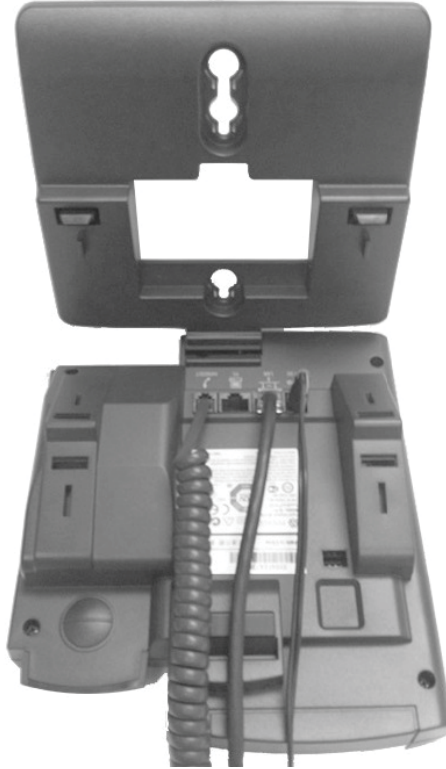
#### To attach the base as a desk mount:

1. Place all cords in the recessed area above the modular jacks.





2. Align the protrusions on the bracket with their corresponding holes in the phone.



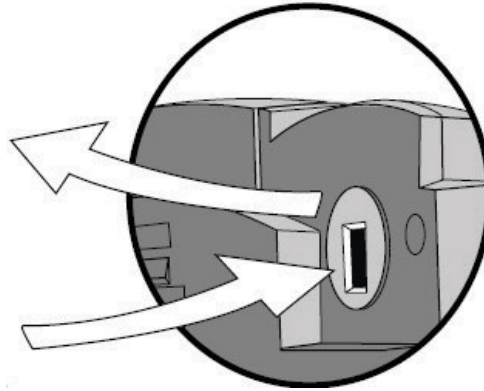
3. Snap them together to lock the bracket to the phone.



**To attach the base as a wall mount:**

1. Place all cords in the recessed area below the modular jacks.

2. On the back of the phone, remove the key located behind the hook switch and reposition it so that the end tab (at a 450 angle) is facing up



3. Using wall anchors (not included), fasten the base stand with the mounting tab facing up.
4. Align the base stand tabs with their corresponding insertion points on the phone, and then snap the phone into place (as shown).

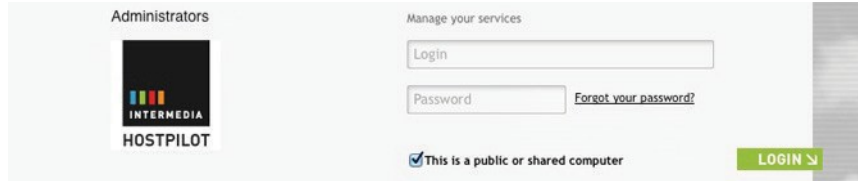


### **Activating the Service**

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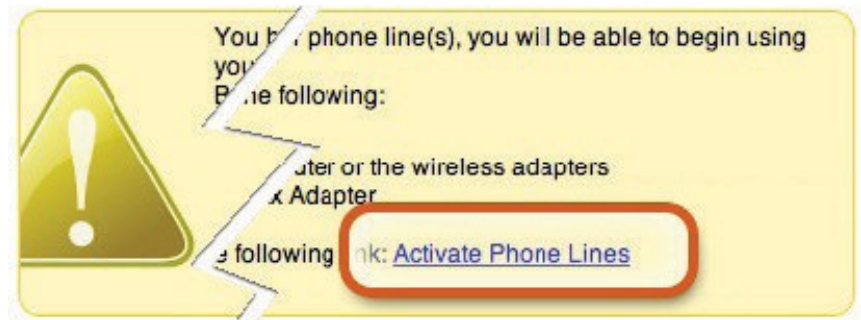
Before you can make or receive calls, you need to activate your phone line(s). This also activates the billing for your phone line(s). To activate your phone line(s):

1. Go to <https://exchange.intermedia.net> and enter your Administrator Portal login name and password



The screenshot shows the login page for the Intermedia HostPilot Administrator Portal. On the left, under the heading "Administrators", is the Intermedia HostPilot logo. On the right, under the heading "Manage your services", are input fields for "Login" and "Password", a "Forgot your password?" link, and a checkbox labeled "This is a public or shared computer". A green "LOGIN" button is in the bottom right corner.

2. On the 1st screen, click "Activate Phone Lines" button



NOTE- You will activate all of your lines at once, so if there is no "Activate Lines" button, then you have already activated the lines.

## 4 Using Your Hosted PBX phone system

### **System Description**

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- The Hosted PBX phone system supports up to 100 phones
- You can have as few as one phone at an address
- Through your Admin Portal, you can view information and make changes to phone system

### **Getting Started**

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This section of your Owner's Manual is your guide to using the Hosted PBX phone system and its features. It also explains how to program system settings for your Desk Phones.

### **Polycom 2-Line Desk Phone**

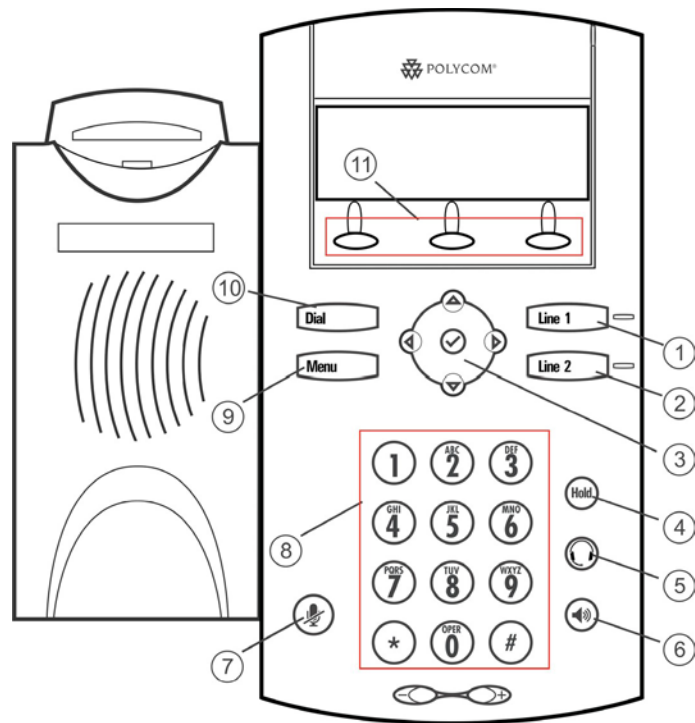
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#### **Introduction to your Polycom 2-Line Desk Phone**

The 2-Line Desk Phone is a fully-featured business phone with a host of useful features designed to make your business communications more efficient.







It features a 3-line display that contains prompts and menus with selectable options. This unique menu-driven interface makes the system simple to use, and no codes are needed to program and activate features.

Some system settings are programmed through your Admin Portal website while others are programmed through the phone.



No	Part Name	Description of function
1	Message Waiting Indicator	This will alert you to voice and text (instant) messages.
2	Line Icons	<p>Use these keys to activate up to lines that can be assigned to your phone. The associated icons represent:</p> <ul style="list-style-type: none"> <li>-Registered line </li> <li>-Registered shared line </li> <li>-Unregistered line </li> <li>-Voicemail </li> <li>-Speed-Dial</li> <li>-Ringing </li> <li>-Call in progress/Conference</li> <li>-Call Forward </li> <li>-Do Not Disturb </li> </ul>
3	Navigation Keys	Use arrow keys to scroll through the displayed information.



4	Hold 	Holds an active call or resumes a held call.
5	Headset 	Allows you to place and receive calls through an optionally connected headset.
6	Speakerphone 	Allows for hands-free communication during calls.
7	Microphone Mute 	Mutes local audio during calls.
8	Dial Pad	Provides the 10 digits, alphabetic characters, and special characters available in context-sensitive applications.
9		Dials phone numbers or allows you to view the placed call list.
10		Dials phone numbers or allows you to view the placed call list.
11	Soft Keys	The screen will display labels for these keys, to identify their context-sensitive functions

## Desk Phone– Basic Call Features

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### Answering Calls

When you are not in another call, you can answer a call in three basic ways using your Desk Phone

- Using the handset
- Using the speakerphone
- Using the headset

### Answering When Not in Another Call

In all cases, the active call will appear on the graphic display showing call duration and destination.

#### To answer a call using the handset

Pick up the handset.

**To answer a call using Hands-Free Speakerphone mode:**  
Do one of the following steps:


Press .

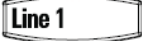


With the handset on-hook, press  opposite the incoming call (where the line status indicator is flashing green).

Press the **Answer** soft key.

### To answer a call using the headset:



Press  to answer the call through an optionally connected headset.

If Headset Memory Mode is activated, press  or the Answer soft key.

### Handling Multiple Calls

You can make or receive two simultaneous phone calls on your Desk Phone. These can be two different phone calls or the calls can be joined in a conference. If you are on a call and have another call on hold, or you are on a conference with two callers, the third call will be sent to your voicemail box.

### Answering When in Another Call

1. Press  to place the original call on hold.
2. Press  to access the new call.

Soft key labels are updated on the display showing **Ignore**, **Answer**, and **Reject**.

3. Answer the incoming call.  
This places the original call on hold and refreshes the soft key labels.

OR

Do one of the following steps:

Answer the call by pressing  or 

associated with the second incoming call.

The first call is put on hold and the second call is answered.

### Managing Incoming Calls





You can distinguish incoming calls from contacts in your directory by sending them directly to your voice mail, or by transferring them directly to another party.

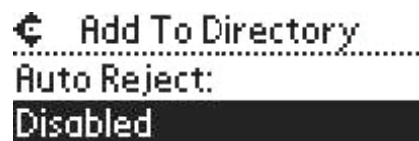





## Rejecting Calls

You can customize your phone so that incoming calls from a particular party are immediately sent to your voice mail.

*To send incoming calls from a particular contact directly to voice mail:*

1. Press the **Dir** soft key.
2. Use  and  to scroll through the list to find the contact.
3. Press  to select the entry.
4. Press the **Edit** soft key.
5. Press  repeatedly until the Auto Reject field is displayed.







6. Press , and then  to change between Disabled and Enabled.
7. Press the **Ok** or **Cancel** soft keys to accept or cancel changes.
8. Press  repeatedly to return to the idle display.


## Diverting Calls


You can customize your phone so that incoming calls from a particular party are transferred directly to a third party.

*To divert incoming calls from a particular contact:*

1. Press the **Dir** soft key.
2. Use  and  to scroll through the list to find the contact.
3. Press  to select the entry.
4. Press the **Edit** soft key.
5. Press  repeatedly until the Divert Contact field is displayed.



 Add To Directory.....  
Divert Contact:

6. Press 


 123 Divert Contact:.....

7. Enter the number of the party to whom you want to divert the call.
8. Press the **Ok** or **Cancel** soft keys to accept or cancel changes.
9. Scroll down to the Auto Divert field.

10. Press , and then  to change between Disabled and Enabled.

11. Press the Ok or Cancel soft keys to accept or cancel changes.

12. Press  repeatedly to return to the idle display.



### Ending a Call

To end a call:

Do one of the following steps:

Press the **EndCall** soft key.


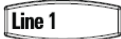
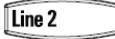
Replace the handset.



Press  if in Hands-free Speakerphone Mode, or  if in Headset Mode

### Placing a call

You may dial 7, 10, 11-digit phone numbers or international phone numbers. Additionally, you may call any other 3-digit extension. You may place a call in the following ways:

- Using the handset
- Using the speakerphone
- Using the headset

- Using 
- Using  or 

During a call, you can alternate between Handset, Headset, or Hands-Free Speakerphone modes by pressing the  or  keys, or picking up the handset.

Call duration on an active call is monitored through a local call timer. This is visible within the active call window on the graphic display.


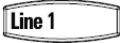

#### To place a call using the handset:

Do the following steps in any order:

1. Pick up the handset.
2. Dial the desired number using the dial pad.

#### To place a call using Hands-Free Speakerphone mode:

Do one of the following steps:

1. With the handset on-hook, press , , , or the **NewCall** soft key to obtain dial tone.
2. Dial the desired number using the dial pad.

OR

With the handset on-hook, dial the desired number using the dial-pad.

Press , , or .

#### To place a call using the headset

Do one of the following steps:


1. With the optional headset connected, press




, or the **NewCall** soft

key to

obtain dial tone.


2. Press .
3. Dial the desired number using the dial pad.
4. With the optional headset connected, dial the desired number using the dial pad.

OR




1. Press . You will hear a dial tone.
2. Enter the desired number

### To place a call using the Dial key:

Do one of the following steps:

1. Press the Callers soft key to view the Receive Call list.
2. Press  to view the Placed Call list.

OR

1. Use  and  to scroll through the list to find the contact.
2. Press  to complete the call.



#### Note

You do NOT need to dial 9 to make a phone call.

### Managing Call Lists

A list of up to four current calls is maintained. You can scroll


through this list using the  and  Calls are ordered using

the following priorities: active, alerting, then held. Calls with the same priorities are ordered oldest first. If there are no current calls, this list is empty.


Local lists of incoming - both missed and received calls - and

outgoing (also known as placed) calls is maintained by the phone (up to 99 for each list). The initial view of both lists shows the list title and the first two calls in the list, where the first call is displayed in reverse video to indicate that it is currently selected.

A symbol to indicate whether the call was answered  or

missed  is shown for each entry in the incoming list. Press the Callers soft key to view the Received Calls list (shown in the following figure).

Received Calls  
 17  Lance Baker(612...  
 16  Bob Smith(61222...

Press  to view the Placed Calls list (shown in the following figure).


Placed Calls  
 17 James Dean(446523...  
 16 Bob Smith(5234466)

To manage the listed calls:


- To return the call:

Press  to return the call.

- To return to the previous menu:

Press .

- To store the contact to the local contact directory:

Press  to select the entry, then press the Save soft key.




**Note**

Press the Info soft key to see the call information. The name is displayed.

Access the other information by using the **Up** and **Down** arrow keys.

- To delete the call from list:

1. Press the Delete soft key.

2. Press  repeatedly to return to the idle display.



**Note**

Press the Right arrow key from the idle display to access the Placed Calls list. Press the Down arrow key from the idle display to access the Received Calls list. You can use these shortcuts while placing calls or performing transferring and conferencing functions.




**Note**


You can manually clear the call lists. They are automatically cleared when you restart the phone.




### Call Hold

#### *To place a call on hold*



When you place a call on hold, the caller will be presented with the standard phone system hold music or your custom hold music if you have uploaded hold music through the Admin Portal.

During a call, press . This will be indicated on the graphic display by the hold icon as the line indicator.

Press  again or the **Resume** soft key to resume the call.

The active audio icon (one of , , or ) appears as the line indicator.

#### *Multiple Calls on Hold*

If multiple calls are on hold, use  and  to switch between the calls, then press the **Resume** soft key to retrieve the desired call.

### Call Transfer

You can transfer calls from your Desk Phone to another Desk Phone in your office or to any other phone number outside your office. For example, if you receive a call from a coworker in the office, you can transfer that call to another coworker in the office or on his cellular phone outside the office.

A call can be transferred in one of three ways:

- Consultative transfer - The party to whom you want to transfer the call answers their phone before you transfer the call or hang up. You can consult with them before completing the transfer.
- Blind transfer - The call is automatically transferred after you dial the number of the party to whom you want to transfer the call.
- Attended transfer—The parties are automatically connected to each other after you exit the conference.

#### *To transfer a call:*

1. During a call, press **Trans** soft key. The active call is placed on hold.

2. Do one of the following steps:
  - a) Enter the number to which you want to transfer the call. A normal (or consultative) transfer is assumed.
  - b) Press the **Normal** soft key to access the local contact directory, corporate directory, or received callers list. Then choose either the **Dir** or **Callers** soft key. Choose the number to which you want to transfer the call.
3. As soon as the ring-back sound is heard or after the party answers, press **Trans** soft key to complete the transfer.



You can talk privately to the party to which you are transferring the call before the transfer is completed.

If you are using a handset, the transfer can be completed by putting the handset on the cradle.


You can cancel the transfer before the call connects by pressing the **Cancel** soft key.

To perform a blind transfer:



1. During a call, press the **Trans** soft key.
2. Press the **Blind** soft key.
3. Do one of the following steps:
  - a) Enter the number to which you want to transfer the call.
  - b) Press the **Dir** soft key to access the local contact directory, use

 and  to access the contacts, and then press





 .

c) Press the **Dir** soft key to access the corporate directory, search for the desired contact, and then press  .

d) Press the **Callers** soft key to access the Received Call list, use

 and  to access the contact, and then press

 .

e) Press  to access the Placed Call list, use  and  to access the contact, and then press  .

At this point, the call is connected to the number to which you are transferring them.



**Note**

*Transferring an external call to an external number ties up two lines. If you wish to avoid tying up two lines, please refer to*

	"Using Network-based Call Transfer"
--	-------------------------------------

#### *Call Transfer to Voicemail*

You may transfer any caller to a specific voicemail box belonging to any other user on the system.

1. During a call, press the **Trans** soft key.
2. Press the **Blind** soft key.
3. When you hear the dial tone, dial \*99 plus the desired extension number
4. Your line will hang up and the extension you transferred to the desired voicemail box.

#### *Using Network-based Call Transfer*

This call transfer method is used when you want to transfer a call without tying up two lines on your phone system. It uses the Intermedia network to transfer the call instead of the phone system.

1. Receive a call on your Desk Phone
2. Touch #5 to start the transfer (this will place your caller on hold)
3. At the dial tone, enter the extension or phone number you want to transfer the caller to
4. When the transfer party picks up the phone, touch #5 again.
5. All three of you will be connected.
6. Hang up and the two parties are connected (without tying up any of your lines)



**Note**

*If the transfer party does not pick up the phone, touch #6 to return to the original caller.*

### **Call Park**

#### *To Park a call*

Parking a call is very similar to putting a call on hold. The key difference is, when you put a call on hold you can only retrieve the held call from the phone that put the call on hold. With Call Park, you can put a call on hold and pick it up from ANY phone within the same Call Park Group. Through the Admin Portal, Call Park Groups can be created so specific groups of phones can park calls for each other. If you do not create specific Call Park Groups, all phones are automatically assigned to the Standard Call Park Group.



To create a Call Park Group which allows specific phone to park calls for each other, login to the Admin Portal and click the Groups Tab then select Call Park Groups.

To Park a Call:

1. While on a call, press the More soft key
2. Press the Park soft key
3. The phone will respond with a voice prompt such as "Call Parked on 9001". The caller will hear hold music.
4. To pickup the parked call, anyone on any phone may dial the park number (9001 in this example) to be connected with the caller.



**Note**

*When a call is parked on a phone, one of the lines on that phone is used until the call is picked up by another phone.*

### **Paging (Intercom)**

*To page to all phones*

Paging allows you to speak to all phones at the same time through their speaker phone. If you pick up the handset during a page, you will hear the message in the handset. Paging is used to make announcements such as "Jim, you have a visitor in the lobby" or to let people know about a parked call such as "Susan, you have a call waiting on Park 2". Paging will only notify phones not in use or not set to DND.

To group specific phones so only they receive specific Paging calls, login to the Admin Portal and click the Groups Tab then select Paging Groups.

Initiating a Page

1. Either pick up the handset or uses the speakerphone
2. Dial the Paging Group (9100 is the Standard Paging Group for all phones).
3. WAIT FOR THE TONE before speaking
4. Make your announcement which will be heard on all phones (except phones set to DND or phones in use).
5. Hang up the phone when finished

Answering a Page

1. Either pick up the handset or uses the speakerphone
2. Press the "Answer" soft key on the phone display
3. Talk directly back to the person who initiated the page

Rejecting a Page

1. To ignore a page, press the “Reject” button



**Note**





*NOTE- If you have a call parked or on hold, either use the down arrow, pick up the handset or press the speaker phone key before dialing the paging group number..*

### Forwarding Incoming Calls






You can configure your phone so that all incoming calls are forwarded to another party (known as static forwarding). You can choose to:

- Forward all calls
- Forward calls when your phone is busy
- Forward call when you do not answer your phone

**To enable call forwarding** to another party:

1. Press  and select **Features > Forward**.
2. Using  and  select the forwarding type you want to change and then press . The options are:
  - **Always**—For all incoming calls
  - **No Answer**—Once all options to accept calls have been taken
  - **Busy**—When you are already in a call
3. Press the check mark key to edit the contact entry. Enter the 10-digit number you wish to forward to.
4. Choose the Ok soft key.
5. Press the Left Arrow key.
6. Choose the yes soft key to save.

**To disable call forwarding:**

1. Press  and select **Features > Forward**.
2. (Optional) If multiple lines are configured on your phone, select the line to forward from the list using  and .
3. Using  and , select the forwarding type you want to change and then press the **Select** soft key.
4. Press the **Disable** soft key to turn off call forwarding.

The idle display returns and the regular icon appears as the line indicator.

**Conference Calls**

The Desk Phones will allow you to talk with two different people at the same time. For example, if you are on a phone call with one person and want to also talk to another person at the same time on the same call, you can join these two conversations together in a conference

*To set up a conference:*


1. Call the first party.
2. Press **Conf** soft key to create a new call.  
The active call is placed on hold.
3. You will receive a dial tone. Dial the second party.
4. When the second party answers, press the Conf soft key again to join all parties in the conference.

**To split a conference call:**

Press the **Split** soft key to split the conference.  
Both parties will be on hold.

**To set up a conference call using the Join soft key:**

When you are in an active call:

Use the  to go to the call on hold, then press the Join soft key.

A conference is created with the active call, the call on hold and yourself.

#### **To end a conference call:**

Press the **EndCall** soft key or hang up.  
The other parties will continue to be connected.

#### **Using Voicemail**

---

Each phone receives a Voicemail box which can record up to 90 minutes of messaging with a maximum of 5 minutes per message. Each user can record his or her personal greeting for the voicemail box. Voicemail is automatically saved for 90 days.

Messages can be retrieved from the Desk Phone, any other phone or through a personal website at <https://www.intermedia.net/accessline/login/index.asp> . When a message left in your voicemail box, your Desk Phone message waiting indicator will flash. Additionally, your voicemail box can send an email to alert you of the new message.

#### **Setting up the voicemail box for the first time**

1. Press the Msgs soft key
2. Press the CONNCT soft key Enter your temporary PIN when prompted (0000).
3. Follow voice prompts to record your name and unavailable greeting and change your PIN.

#### **Retrieving messages from your Desk Phone**

1. Press the Msgs soft key
2. Press the CONNCT soft key
3. The system will prompt you to enter your PIN
4. The system will then say, "You have x new and y old voicemail messages"
5. The following options are available through the keypad



- 1** Replay message
- 2** Delete message      **5** Confirm deletion
- 3** Mark message as new (Only used when listening to old messages.)
- 5** Go to next message
- 6** Forward message
- 7** Go to previous message
- 8** User Options (Change PIN, record greeting)
- 9** Place a call
- 9** \* Return the call
- 9** \* **1** Hear the return number
- 5** **5** Skip to old messages
- 7** **7** Go back to beginning of messages
- 0** Help

### Retrieving messages when you are away from the office

1. Dial your Desk Phone and allow it to ring
2. When your voicemail greeting begins to play, enter your PIN over your greeting.

### Returning a Call

1. While listening to a message or after listening to a message, press 9\* to call that person back
2. You may return to your voicemail box WITHOUT calling back in by pressing ## after talking to the person you called back

### Change your Voicemail PIN

1. Press the Msgs soft key
2. Press the CONNCT soft key
3. Enter your PIN when prompted
4. Press 8 for User Options
5. Press 7 to change your PIN
6. Enter the new 6 to 10-digit PIN when prompted.

### Record a Personal Greeting via the Phone

1. Press the Msgs soft key

2. Press the CONNCT soft key or dial the phone's phone number.
3. Enter your PIN when prompted or enter your PIN over the greeting.
4. Select 8 for User Options
5. Select 1 to record your Unavailable Greeting. Follow the instructions.

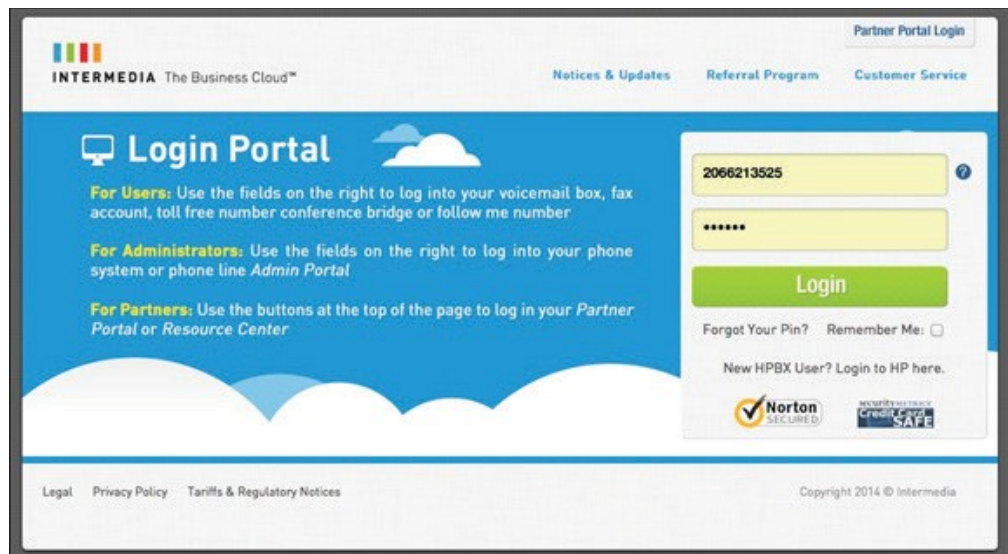
### Forward Voicemail Messages via the Phone

A user can forward a voicemail from his or her voicemail box to another voicemail box or group of voicemail boxes.

1. Once logged in to your voicemail box, press 1 to listen to your message(s)
2. Press 6 at anytime while listening to the message to for after the message
3. Press 1 to forward the message
4. Enter the phone number, extension number or group number to receive the message
5. Record an introduction to the message.
6. Touch \* to send the message

### Logging into your Voicemail Box via the Web


1. Go to <https://www.intermedia.net/login/voice/>
2. Enter your Desk Phone Number and PIN
3. Click Login



The screenshot shows the Intermedia Login Portal. At the top, the Intermedia logo and tagline 'The Business Cloud™' are on the left, and links for 'Partner Portal Login', 'Notices & Updates', 'Referral Program', and 'Customer Service' are on the right. The main heading is 'Login Portal' with a cloud icon. Below this, instructions are provided for Users, Administrators, and Partners. On the right side, there is a login form with two input fields: the first contains the phone number '2066213525' and the second contains masked characters '\*\*\*\*\*'. A green 'Login' button is below the fields. There are also links for 'Forgot Your Pin?' and 'Remember Me: ☐'. At the bottom of the form, it says 'New HPBX User? Login to HP here.' and features Norton Secured and Credit Card Safe logos. The footer contains links for 'Legal', 'Privacy Policy', and 'Tariffs & Regulatory Notices', along with the copyright notice 'Copyright 2014 © Intermedia'.

### Retrieving messages via the Web

1. Once logged in, click the Play button associated with the voicemail message you wish to listen to
2. The voicemail message will play through your speakers


**INTERMEDIA**
Account: (4254584951)

**Hosted PBX Phone**

[Voicemails\(2\)](#)
[Queue Availability\(In\)](#)
[Personal Info](#)
[Tools](#)
[Help](#)

[Help](#)

Voicemail 90 days or older may be subject to automatic deletion. You have used 8% of your voicemail storage space.


<input type="checkbox"/>	✓	!	🔒	<u>Time</u>	<u>Caller ID</u>	<u>Length</u>	<u>Play</u>	<u>Download</u>	<u>Forward</u>
<input type="checkbox"/>				Oct 29, 2014 05:43 PM	4254585095	328 sec.	<a href="#">▶ Play</a>	<a href="#">AU   WAV</a>	<a href="#">Forward</a>
<input type="checkbox"/>				Sep 19, 2014 04:18 PM	4254585095	146 sec.	<a href="#">▶ Play</a>	<a href="#">AU   WAV</a>	<a href="#">Forward</a>

Delete Selected
Mark As Unheard

### Forward Voicemail Messages via the Web

A user can forward a voicemail message from his or her voicemail box to another voicemail once logged into the personal website. Voicemail messages may be forwarded via email to anyone or forwarded directly into another person's voicemail box (providing they are in your company and have an Intermedia phone)

1. Once logged in click the Forward button associated with the voicemail message you wish to forward
2. Enter one or more email address or one or more Intermedia phone numbers
3. Click the Continue button



**INTERMEDIA\***
Account: (4254584951)

### Hosted PBX Phone


Voicemails(2)
Queue Availability(In)
Personal Info
Tools
Help

You may forward a Voicemail by entering one or more email address(es) or account number(s) into the field below.  
**Note:** if entering multiple recipients, use a semicolon (;) to separate each recipient.

Email:


Number: 

- If you have entered email address, fill in your email address, the subject line and any message you wish to include
- Select the delivery method: Send a link to the voicemail message or sent the voicemail message as an attachment
- Click the Send button when finished



**INTERMEDIA\***
Account: (4254584951)

### Hosted PBX Phone

Voicemails(2)
Queue Availability(In)
Personal Info
Tools
Help

 Help

**Forward Voicemail to Email**

 Forwarded messages will be sent from the forward@intermedia.net address. If a user replies to this forwarded email, your "Reply-To-Email" specified in the field below will be used.

Reply-To-Email:

To: 'test@test.com',

Delivery Method: ☐ Link ☒ Attachment

Subject:

Message:

Include the following footer ☐ Yes ☒ No


☐ Urgent  
☐ Private



## VoiceMail Notification via Email

You may setup your voicemail box to send you an email alert whenever someone leaves you a voicemail message.

1. Go to <https://www.intermedia.net/login/voice/>
2. Enter your Desk Phone Number and PIN
3. Click Login
4. Select the Personal Info Tab at the top of the webpage
5. Select the Notification button
6. Enter your email address in the space provided (you may enter multiple email addresses)
7. Select the Display Format (what the email message looks like)
8. Click Ok to save your changes


Account: (4254584951)

### Hosted PBX Phone

VoiceMails(2)
Queue Availability(In)
Personal Info
Tools
Help

Operator Number
Change PIN
Notification
Call History
Group Manager
Help

Notification can send you an email alert message to any email address or email enabled wireless device when you receive a new voicemail message. You may enter multiple email addresses for message notification. By selecting the Include a link format, the email notification message will contain a link to the new voicemail.

Your email notification is currently On

#### Email Addresses For Message Notification

Enter the email addresses that are to receive notification of new voicemail. Separate each new entry with a semi-colon. Enter as many email addresses as you wish, providing the total number of characters including the semi-colons does not exceed 160.

Characters Remaining: 159  
Examples: name@my-email.com;10-digitnumber@vtext.com

Test My Setting

Click the "Test My Setting" button above to verify your setup. You should receive an email notification after a short delay.

Text notifications will send an email that utilizes your cell phone carrier. To find the correct format for your cell phone's email address, you can use the guide below.

- Please Select a Carrier -

#### VoiceMail Display Format

☐ Attach the voicemail message as a .WAV file in the email notification - [Example](#)  
☐ Include a link to the voicemail in the email notification - [Example](#)  
☒ Email notification WITHOUT attachment or link - [Example](#)  
☐ Email notification with numeric codes only - [Example](#)

#### Notification Receipt Types

Select the type of message(s) you wish to be notified for:


☒ New Voicemail  
☒ New Urgent Voicemail

Save Changes

## To Create a Voicemail Group

A Voicemail Group allows you to quickly forward a voicemail message to multiple other people without entering each person individually. Voicemail groups are created through your personal website.

1. Once logged in, select the Personal Info Tab
2. Select the Group Manager button
3. Click the Create Group button
4. Assign a Group Number- used when forwarding to a group through the phone
5. Assign a Group Name
6. Add an optional description
7. Add members to the group one at a time by entering their name or phone number
8. For each member you add, determine if that person should be:  
 Administrator- Able to make changes to the group  
 Sender- Able to send to this group  
 Recipient- Able to receive messages sent to this group
9. Click the Add button
10. Repeat step 7 through 9 as necessary to add all of the members
11. Click the Save button


Account: (4254584951)

---

**Hosted PBX Phone**

Voice-mails(2)
Queue Availability(In)
Personal Info
Tools
Help

Operator Number
 Change PIN
 Notification
 Call History
 Group Manager
 Help

Group Name:

Description:

Group Number: Auto assigned

Total Recipients: 0

**Add People**

Enter Last Name or Phone Number of Person to be added to the group:

☐ Add as Administrator
 ☐ Add as Sender
 ☐ Add as Recipient

Add to Group

**Administrators**

**Senders**

**Recipients**

Delete Selected






Delete All

Save Changes

Cancel

### Change the Amount of Time Before Voicemail Picks Up

Your Voicemail box is programmed to take messages when you can't answer your phone. If you want the phone to ring more or less times, you may change this setting:

1. Press  and select Features > Forward.
2. Using  and , select the forwarding type you want to change and then press . The options are:
  - Always-For all incoming calls
  - No Answer-Once all options to accept calls have been taken
  - Busy-When you are already in a call
3. Select No Answer
4. Use the down arrow and scroll down to below "Forward After Rings:"
5. Press .
6. Use the keypad to enter a new number of rings (one ring is approximately 4seconds).
7. Press the OK softkey

---


### **Additional Call Features**

#### **Redial**

The Redial function places a call to the last number dialed. To use the Redial function:

1. With the handset on the hook, press the Redial soft key Mute

The mute feature allows you to hear the other party, but they cannot hear you. To mute the handset or speakerphone during a call:

1. Press the mute  key. The Mute key will light to indicate that the microphone has been muted.

Press the mute key again to re-enable the microphone.

#### **Speed Dial list**

For other frequently used numbers, you can associate them with a speed dial index.

To dial a contact associated with a speed dial index:

1. Enter the speed dial index followed by the # key using the dial pad

2. Press  or pick up the handset

Or

3. The Speed Dial list can be accessed by:




1. Pressing 

2. Selecting **Features > Speed Dial...** or by pressing the Up arrow key from the idle screen.




When a new entry is added to the Contact Directory, it is automatically assigned the next available speed dial index and the new entry appears at the bottom of the Speed Dial list.

### Assigning New Speed Dial Indexes

**To add or edit a speed dial index for an existing contact:**

1. Press the **Dir** soft key.
2. Use  and  to scroll through the list to find the contact.
3. Press  to select the entry.



4. Press the **Edit** soft key.
5. Press  repeatedly until the speed dial index appears.
6. Press  to select the speed dial index for edit.
7. Do one of the following steps:  
Enter the next available speed dial index.  
Delete the existing speed dial index by using the **Backspace** soft key, and then enter a new speed dial index.
8. Press the **Ok** or **Cancel** soft keys to accept or cancel changes.
9. Press  repeatedly to return to the idle display.

### Managing Contacts

You can enter 99 contacts in your phone's local contact directory.

You can dial or search for a contact in this directory. You may be able to add, edit, and delete contacts.



#### Adding Contacts

You can add a contact manually or from a call list or from your corporate directory.

#### Adding Contacts Manually

New entries to the local contact directory are added to the top of the list.

To add a contact to the local contact directory manually:


1. Press the **Dir** soft key.
2. Select the local contact directory if it does not appear automatically by pressing .
3. Press .

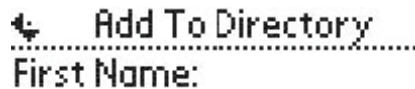
The Directory screen displays. **<New Entry>** displays at the top of the list.




#### Note

When adding the first contact, you do not need to press the Up arrow key.

4. Press  to add a new entry.




5. Press  to enter a first name.

Entry to this field is alphabetic as denoted by **ABC**.



6. Enter the first name of the contact from the dialpad.





◆ ABC First Name:  
 .....  
 Bob  
 Ok Cancel <<


7. Press the **Ok** or **Cancel** soft keys to accept or cancel changes.
8. Press  to display the next field in the contact's entry.
9. Repeat steps 4 to 8 to enter the last name of the contact.
10. Repeat steps 4 to 8 to enter a contact number.  
 This is a required field and it must be unique (not already in the directory).

Entry to this field is number as denoted by **123**.


◆ 123 Contact:  
 .....  
 Cancel <<

11. Repeat steps 4 to 8 to change the Speed Dial Index if desired.  
 It is automatically assigned to the next available index value.
12. Repeat steps 4 to 8 to change the Ring Type and Divert Contact if desired.  
 These fields may be left blank.  
 For more information on diverting contacts, refer to Diverting Calls on page Diverting Calls.
13. Repeat steps 4 to 8 to change the Auto Reject, Auto Divert,

Use , , , or  to switch between Enabled and Disabled settings.  
 For more information on setting the Auto Reject field, refer to Rejecting Calls on page Rejecting Calls.

14. Press  to end contact's data entry.

Confirmation  
 .....  
 Save Directory?  
 Cancel Resume Yes





15. Press the **Yes** or **Cancel** soft keys to accept or cancel changes.
16. Press  repeatedly to return to the idle display.

## Adding Contacts From Call Lists

**To add a contact to the local contact directory from a call list:**


1. Do one of the following steps:
  - a Press the **Callers** soft key to view the Received Calls list.

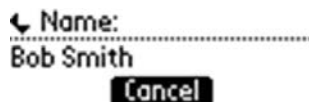



- b Press  to view the Placed Calls list.
2. Use  and  to scroll through the list to find the contact.
3. Press  to select the entry.




4. (Optional) Press the **Info** soft key.

The name is displayed. The number, time and date when the call started, and call duration are accessible through use of .



5. (Optional.) Press  repeatedly to select the phone number.
6. Press the **Save** soft key to save the contact in the local contact directory.


7. Press  repeatedly to return to the idle display.



5. Press the **Save** soft key to save the contact in the local contact directory.

“Entry saved” appears on the graphic display. Only the first name, last name, and phone number are saved.


If the contact already exists in the contact directory, “Entry already exists” appears.



6. Press  repeatedly to return to the idle display.


### Editing Contacts

#### To edit a contact in the local contact directory:

1. Press the **Dir** soft key.
2. Select the local contact directory if it does not appear

automatically by pressing 




3. Use  and  to scroll through the list to find the contact.

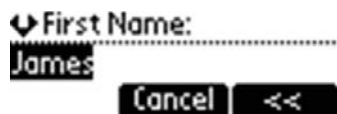
4. Press  to select the entry.



5. Press the **Edit** softkey.






6. Use  and  to scroll through the fields, then press  to select the field.






7. Make the desired changes.

The **Ok** soft key is not displayed until a change has been made. The **Cancel** soft key in this context will cancel the edit session for the entry and return to the screen before the **Edit** soft key was selected (see step 3).


Press  and  to place the cursor either at the beginning or end of the item respectively. Press  to move to the next field.

### Deleting Contacts

#### To delete a contact from the local contact directory:


1. Press the **Dir** soft key.
2. Select the local contact directory if it does not appear automatically by pressing 
3. Use  and  to scroll through the list to find the contact.



4. Press  to select the entry.







5. Press the **Delete** soft key.  
The contact is deleted from the directory. The next entry in the directory appears.

6. Press  repeatedly to return to the idle display.

### *Placing a Call to a Contact*

#### Placing Calls From the Contact Directory


To place a call to a contact in the local contact directory:

1. Press the **Dir** soft key.
2. Select the local contact directory if it does not appear automatically by pressing .
3. Use  and  to scroll through the list to find the contact.
4. Press  or lift the handset.

### *Searching For a Contact*

#### Searching the Contact Directory

**To search for a particular contact in the local contact directory:**

1. Press the **Dir** soft key.
2. Select the local contact directory if it does not appear automatically by pressing .
3. Search for a contact using the dial pad.  
The first time a dial pad key is pressed, the first entry whose last name starts with a character that matches the first letter on the key label will be retrieved. The second key press repeats the process using the second letter on the key and so on.

For example, to find the first directory entry whose last name starts with J, press the 5 key once. To find the first entry whose last name starts with R, press the 7 key three times.

### **Inbound Caller ID**

Your phone will display the phone number and name of the caller (if available). This information is displayed on the LCD screen as the call comes in.

## Extension Set-Up options

### **Forward Incoming Calls**










Your Desk Phone supports three types of call forwarding:

Forward all calls - Forwards all calls to the phone number of extension of your choice.



Forward when busy - Forwards all calls to voicemail when your phone is busy and cannot be changed.







Forward when unanswered - Forwards calls to voicemail when your phone is not answered and cannot be changed.

### **Enable All Call Forwarding**

1. Press the  Menu button
2. Select Features and press the  Check button
3. Scroll to Forward and press the  Check button
4. At Always and press the  Check button
5. At Contact press the  down arrow 1 time then press the  Check button on Disabled
6. Press the  Right Arrow button 1 time
7. Press the OK soft key under Enabled
8. Press the Up Arrow 1 time to Forward then press the  Check button
9. Enter the Telephone Number to forward calls to then press the OK soft key
10. Press the  Left Arrow button 1 time
11. Press the Yes soft key under Save

### **Disable Call Forwarding**


1. Press the  Menu button
2. Select Features and press the  Check button

3. Scroll to Forward and press the  Check button
4. Select Always and press the  Check button
5. At Contact press the  down arrow 1 time
6. At Enabled press the  Check button
7. Press the  Left Arrow button 1 time
8. Press the OK soft key under Disabled
9. Press the  Left Arrow 1 time
10. Press the Yes soft key under Save

### Do Not Disturb

A Desk Phone can be set to Do Not Disturb (DND). When a phone is set to DND, any internal or external call will immediately route to that phone's voicemail box without ringing the phone.

#### Set DND

Press  and then select **Features > Do not disturb** to prevent the phone from ringing on incoming calls.

A flashing icon and text on the graphic display indicates that Do Not Disturb is on.

Calls received while Do Not Disturb is enabled are logged in the Missed Calls list..

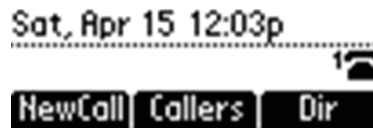
#### Disable DND

To disable Do Not Disturb, press  and then select **Features > Do not disturb** again

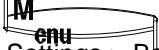



#### Appearance of Time and Date

The time and date appears on the graphic display of the Polycom 2-Line Desk Phone.

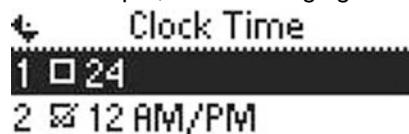
You have control over the format of the time and date display and can turn the display of time and date off. The default time and date format appears in the following figure.





**To configure the time and date:**

1. Press .
2. Select Settings > Basic > Preferences > Time & Date.
3. Select from **Clock Date, Clock Time, Clock Order, or Enable/Disable**.
4. Scroll through the options under each of these selections using the  and .
5. Press  to confirm your choice.


For example, the following figure shows Clock Time.




6. Press  or  repeatedly to return to the idle display.

**Display Contrast**

**To adjust the contrast on the display to a comfortable level:**

1. Press .
2. Select **Settings > Basic > Contrast**.
3. Press the **Up** or **Down** soft keys to increase or decrease the display contrast.



4. Press the **Save** soft key to accept changes or  to cancel changes.


5. Press  or  repeatedly to return to the idle display.

### Headset Memory Mode


This feature is especially useful for permanent or full-time headset users.

#### To permanently enable the Headset Memory Mode:





1. Press .  
2. Select Settings > Basic > Preferences > Headset > Headset Memory.

3. Use the  or  to select Enabled.

4. Press  to confirm your choice.

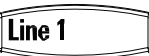


5. Press  or  repeatedly to return to the idle display.

Repeat steps 1 to 4 to select Disabled and turn Headset Memory Mode off.

#### To activate Headset Memory Mode:

Press  twice.

Pressing  or **Answer** soft key to receive a call will now connect to the your headset automatically.


### Electronic Hookswitch



This feature enables electronic hookswitch support.

For information on supported headsets to provide electronic hook-switch features for placing, answering, and ending calls, go to [www.polycom.com/support/voice](http://www.polycom.com/support/voice) and enter "Headset Compatibility List" in the Knowledge Base text box or contact your system administrator.

#### To select a headset that supports electronic hookswitch:



1. Press .
2. Select Settings > Basic > Preferences > Headset > Analog Headset Mode.

3. Use the  or  to select your headset and press the **Select** soft key.





4. Press  or the **Exit** soft key repeatedly to return to the idle.

#### Ring Type

You can select from the different ring types to have a different ring from your neighbor's phone.

#### To change the incoming ring to a desired sound:

1. Press .
2. Select Settings > Basic > Ring Type.

3. Using  and , select the desired ringtype. Press the Play soft key to hear the selected ring type.



4. Press the **Select** soft key to change to the selected ring type.

5. Press  or  repeatedly to return to the idle display.




Note

*If you configure your phone for silent ring, press the ringing Line key or the Answer soft key to answer the call. If your handset is off hook, the call is routed to the handset. If your handset is on hook, the call is routed to the speaker.*


## Language Support

Many languages are supported by the SoundPoint IP 32x/33x SIP phone.



**To change the language:**

1. Press 
2. Select Settings > Basic > Preferences > Language.
3. Scroll through the list of available languages



4. Press  to confirm your choice.

Text that appears on the graphic display will change to the language of your choice.

5. Press  or  repeatedly to return to the idle display.

## Directory Search

You can configure how the search of the local contact directory is performed. The local contact directory can be searched by first name or lastname.

**To change the directory search parameter:**

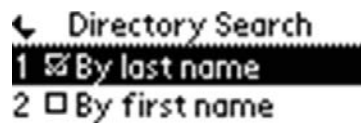



1. Press .
2. Select Settings > Basic > Preferences > Directory search.





- Using  and , select the directory search parameter.  
Last name is the default directory search parameter.



- Press  to select your choice.
- Press the **Yes** or **Cancel** soft keys to accept or cancel changes.




Note

*Depending on the size of your local contact directory, the reconfiguration may take a few minutes.*

The phone will restart to set the new directory search mode if you pressed the **Yes** softkey.

### Muting the Microphone



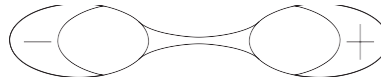
During a call, press . The Message Waiting Indicator turns red and a microphone on the screen indicates that the other party (or parties) cannot hear you. Microphone Mute applies to all modes: Handset, Headset, and Hands-free Speakerphone. You can still hear all other parties while mute is enabled.



To turn off Microphone Mute, press  again.

### Adjusting the Volume



Press  to adjust receiver volume during a call. Pressing these keys in the idle state adjusts the ring volume.



Note

*To conform to regulatory requirements, handset and headset volume will return to a preset level after each call, but your system administrator can change this. Hands-free Speakerphone volume settings will be maintained across calls.*

### **Directed Call Pickup**

Directed Call Pickup allows you to answer a phone call which is ringing at another phone in your organization. There are three types of Directed Call Pickup:

- Directed Pickup – allows you to answer a call ringing at a specific extension
- Any Call Pickup – allows you to answer any call ringing anywhere in your organization
- Group Pickup – allows you to answer a call ringing a specific group of extensions

#### **Directed Pickup**

Directed Pickup allows you to answer a call that is ringing at a specific extension. To use Directed Pickup, when a specific extension begins to ring:

1. Pick up your HPBX phone
2. Dial \*95 + the 3-digit extension of the phone you wish to answer. (i.e. \*95 + 100) Press the Dial soft key to speed up the process
3. Your phone will immediately answer the call

#### **Any Call Pickup**

Any Call Pickup allows you to answer a call that is ringing anywhere within your organization, even at other physical addresses. To use Any Call Pickup:

1. Pick up your HPBX phone
2. Dial \*96. Press the Dial soft key to speed up the process
3. Your phone will answer the phone call that has been ringing the longest within your organization

#### **Group Pickup**

Group Pickup allows you to answer a call ringing a phone within a specific group of phones. Your company's Call Park Groups are used to define which pickup group a specific phone belongs to. Use the Admin Portal to modify Call Park Groups. To answer a call within a specific pickup group:

1. Pick up your HPBX phone
2. Dial \*97. Press the Dial soft key to speed up the process
3. The phone will answer the call in its pickup group that has been ringing the longest



## **Call Recording**

The Call Recording feature allows you to record calls whenever you wish via the \*80 command. Intermedia Call Recording comes in two flavors; Automatic and On Demand. Only On Demand recording may be initiated from the desk phone.

### **On Demand Call Recording**

On Demand call recording allows you to turn the recording of a conversation on and off at any time during a phone call. To use On Demand call recording:

1. Once making or answering a phone call, once the call has been answered by both parties, press \*80. All parties in the call will hear a prompt that call recording has started.
2. If enabled, all parties of the call will also hear a beep tone every 15 seconds to indicate recording is still in progress.
3. To manually end the call, press \*80 again. All parties in the call will hear a prompt that recording has stopped.
4. The call recording will also end if any of the following situations occur:
  - a. The call is ended (all parties hang up)
  - b. The maximum call recording limit is reached
  - c. Your phone's maximum call recording storage limit is reached

Once created, the recorded phone conversation will be stored within your desk phone's voicemail web interface. To access your recordings:

1. Navigate to <https://www.intermedia.net/login/voice/>
2. Log in with your phone number and voicemail PIN
3. Click on the Call Recordings tab to listen to and manage your recorded calls