INTERMEDIA

The Business Cloud™

Vertical 2-Line Desk Phone Quick Reference Guide IP2007 / IP2041

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1. Getting Started

Your Intermedia Vertical 2-Line Desk Phone (IP2007/IP2041) is a full-featured, Voice-Over-IP (VoIP) phone with unique features accessible both on the device itself, and online.

Intermedia has developed proprietary software that your phone will download when you plug it in to your local network with access to the Internet.

To get started, **here is a quick, 3-step process** to start using your new phone:

1. Installing / Hooking Up Your Phone
2. Activating Your Phone and Line of Service
3. Setting Up Your Voicemail Box

1.1 Installing / Hooking Up Your Device

This Quick Reference Guide will cover the basic steps to hook up your phone. You may also refer to the **Quick Install Guide**, which is included in the box.

The first-time setup of the phone will involve downloading files from the Internet. **Please allow 4-5 minutes** for the phone to download its configuration when it is first connected.

1. **Remove the following equipment** from the box:
    o The desk phone,
    o stand,
    o handset,
    o power cable,
    o RJ-9 handset cable,
    o and RJ-45 Ethernet cable.
2. Using the RJ-9 handset cable, **connect the phone's handset** to the port on the side of the phone labeled "Handset." **Caution**: Be sure to *avoid* accidentally plugging the handset into the port labeled "Headset."
3. Using the RJ-45 Ethernet cable, **connect your phone to your Local Area Network**. Plug the cable into the port labeled with the LAN symbol on the back of your phone.
4. Using the power cable, **connect the phone to an electrical outlet**.
5. **Attach the stand** to the phone so that the stand rests firmly on a flat surface, with the cables running between the phone and the stand.
6. **Allow 4-5 minutes** for the phone to download its configuration files.
7. When ready, the phone will display its **extension number** and the **current date and time**.

Problems installing or hooking up your phone? Refer to the 'Additional Support' section.

1.2 Activating Your Device and Line of Service

NOTE: Activating a Line of Service will immediately begin the billing for that Line of Service.

Activating Lines

1. Log in to your HostPilot Control Panel, and select Manage Voice Services.
2. Click on the "Activation" tab.
3. Under "Line Activation", select the checkbox for one or more Lines of Service, and press the "Activate" button.

Activating Phones

If you have purchased your phone from Intermedia, then these steps are not required.

If you are adopting a phone that you have purchased yourself through the Bring Your Own Phone (BYOP) program, then your phone will require activation through HostPilot.

1. Log in to your HostPilot Control Panel, and select Manage Voice Services.
2. Click on the "Activation" tab.
3. Under "Phone Activation", enter the MAC Address(es) of the pre-purchased phones.
4. When all MAC Addresses have been entered, press "Save Changes".

1.3 Setting Up Your Voicemail Box

Recording an Outbound Voicemail Greeting

1. Press the Voicemail button.
2. Enter your password when prompted. (default is 0000)
3. Select option 8 from the Menu.
4. Select option 1 to record the Unavailable greeting.
5. Follow the voice prompts to record and check your greeting.

2. The Basics

This section provides quick, step-by-step instructions for many of the most-used features of the phone, including placing and receiving calls, placing callers on hold, changing call volumes, and more.

2.1 Changing Your PIN

Changing the PIN from the phone

Note that this PIN is used for checking voicemail, logging into Command Mode, and logging into the Teleweb for your phone. Changing the PIN in one place will take effect in all of those places.

1. Press the **Voicemail** button.
2. Enter your current PIN when prompted. (default is 0000)
3. Select option **8** for "User Options".
4. Select option **3** for "Change the PIN".
5. Enter the desired new PIN when prompted. You will be prompted to enter it a second time, to confirm your choice.

Your new PIN:

- Must be between 6 and 10 numeric-only digits
- Must not start with "0".
- Must not contain sequential digits, such as "123".
- Must not contain repeating digits, such as "111".

2.2 Placing Outbound Calls

When the phone is not in use

1. Pick up the handset or press the speakerphone button.
2. Dial your desired party's 3-digit extension number or phone number.

When you are already on a call

1. Press the Down Arrow button to place your current caller on hold on Line 1, and get dial tone for an outbound call on Line 2.
2. Dial your desired party's 3-digit extension number or phone number.
3. To resume the original call, press the Up Arrow key to select Line 1, then press the Resume soft key.

2.3 Handling Inbound Calls

When an inbound call rings in, the screen will display soft keys with the options to either "Answer" or "Reject" the call.

If the phone is currently idle, the phone will ring at the set volume. If the phone is currently in use, then a second incoming call will be indicated by a call waiting beep.

Answering an Inbound Call...

...On The Handset

- Pick up the handset to answer the call, and begin speaking.

...On A Headset

- When a headset is connected to the Headset jack, press the "Answer" soft key to answer calls on the headset.

...On Speakerphone

- Press the Speakerphone button (or the "Answer" soft key) to answer the call, and begin speaking.

Rejecting an Inbound Call

- Press the "Reject" soft key to send the caller to the phone's No Answer Forwarding destination (default: voicemail).

2.4 Volume and Mute Controls

Adjusting Volumes

Speaker Volume (The Caller Is Too Loud Or Too Quiet)

1. Press the Config soft key.
2. While highlighting Volume, press the Check button.
3. Scroll down using the Arrow buttons to either "Handset" or "Speakerphone", and press the Check button.
4. Use the Left and Right arrows to either decrease or increase the volume level, and press the Check button.
5. Press the Left Arrow button until the words "Quit Confirm: Yes" are displayed, and press the Check button.

Microphone Volume (Your Voice Is Too Loud Or Too Quiet To The Caller)

1. Press the Config soft key.

2. While highlighting Volume, press the Check button.
3. Scroll down using the Arrow buttons to either "Handset" or "Speakerphone", and press the Check button.
4. Use the Left and Right arrows to either decrease or increase the volume level, and press the Check button.
5. Press the Left Arrow button until the words "Quit Confirm: Yes" are displayed, and press the Check button.

Using Mute

1. To mute the microphone on an active phone call, press the Mute button.
2. The caller will now hear silence, and the Mute button's red light will be lit.
3. To un-mute the line, press the Mute button again.

2.5 Checking Voicemail

Accessing Voicemail

1. Press the Voicemail button.
2. Enter your PIN when prompted. (The default, first-time PIN is '0000'.)
3. Press 1 to retrieve your messages when prompted.

2.6 Handling Call Waiting

When an inbound call rings in, the screen will display soft keys with the options to either "Answer" or "Reject" the call. You will also hear a single tone emitted by your phone, either through the handset, or through the speakerphone. On the phone's display, the "Line 2" soft key will flash to indicate a call is ringing that line.

To Answer Or Reject The Second Call

1. Press the "Line 2" soft key to access that call. The current call will be placed on hold on Line 1.
2. The phone will ring, and the screen will show soft keys for "Answer" or "Reject".
3. Press the "Answer" soft key to answer the call. "Reject" will send the call to the phone's voicemail (or other "No Answer Forwarding" destination).
4. The original call will remain on Hold.
5. Once the second call has ended, the phone will display the option to resume the original call with the "Resume" soft key.

2.7 Utilizing Speakerphone

While the phone is not in use

- Press the speakerphone button to activate the speakerphone and get dial tone for an outbound call.

While on a call on the handset / headset

- Press the speakerphone button to continue the current call on the speakerphone.

While a call on speakerphone is active

- To hang up the current call, press the speakerphone button.

3. More Features

3.1 Placing / Retrieving Calls On Hold

Placing Calls On Hold

Method 1

1. While on a call, press the Hold button or the Hold soft key.

Method 2

1. While on a call on Line 1, press the Down Arrow button to place the caller on Hold and simultaneously get dial tone for an outbound call on Line 2.

   (The same also works if you are on a call on Line 2, and Line 1 is unoccupied. In that case, press the Up Arrow button to place the caller on Hold on Line 2, and get a dial tone on Line 1.)

Retrieving Calls On Hold

1. Use the Up or Down Arrow buttons to select Line 1 or Line 2 as desired.
2. Press the Resume soft key to resume the holding call on that line.

3.2 Placing / Retrieving Calls On Park

Placing Calls On Park

Method 1 – Current Hosted PBX Customers

1. Transfer the caller to the desired Call Park Group Number. (The default Call Park Group Number is '9000'.)
2. Listen and watch for the Call Park Slot Number that the caller was parked on (For example, this might be '9001', '9002', or etc.). Make note of this Call Park Slot Number. If the code is forgotten, there is no other way to retrieve the caller on Park.

Method 2 – Legacy DPS Vertical Customers Only

1. While on a call, press one of the four Park buttons that is not currently flashing.

   (After a short pause of 1-2 seconds, the caller will be placed on Park, and the corresponding Park light will begin flashing on every Vertical Desk Phone.)

Retrieving Calls On Park

Method 1 – Current Hosted PBX Customers

1. To be connected to a parked caller, pick up the phone, and dial the desired Call Park Slot Number.

Method 2 – Legacy DPS Vertical Customers Only

1. To be connected with your waiting caller, press the corresponding Park button. (The light on the Park button will be flashing red when a caller is on Park.)

3.3 Forwarding Calls

The phone has three different settings that control call forwarding for different scenarios. They are:

- "**Always Forward**" – Forward all inbound calls without ringing the desk phone first
- "**Forward On Busy**" – Forward inbound calls when the desk phone is busy (on both lines)
- "**Forward On No Answer**" – Forward calls when the desk phone rings, but is not answered.

In this section discussing the Call Forwarding settings, we'll show you:

- Where to locate the settings,
- What the settings do,
- How to toggle the settings On/Off,
- How to change where calls are forwarded, and
- How to change the number of rings before transferring.

Where to Locate the Settings

- All of these settings are located by pressing the Config soft key, then scrolling down to Call Forward (opt 6) and pressing the Check button.

What the Settings Do

"**Always Forward**" will send all inbound calls directly to the Forwarding Number without ringing the desk phone first.

- By default, this feature is toggled **OFF**.

"**Forward On Busy**" will send inbound calls to the Forwarding Number if both of the phone's 2 lines are in use.

- By default, this feature is toggled **ON** and calls will be forwarded to the phone's Voicemail.

"**Forward On No Answer**" will send inbound calls to the Forwarding Number if the call is unanswered after a specified number of seconds.

- By default, this feature is toggled **ON** and calls will be forwarded to the phone's Voicemail.

How to Toggle the Settings On/Off

Each of the three call forwarding settings can be toggled on or off.

1. From inside the Call Forward menu, select the appropriate settings (Always Forward, Forward On Busy, or Forward On No Answer), then select Toggle.
2. The current status will be displayed, showing whether the feature is currently turned On or Off. To change the status, press the Up or Down arrow keys.
3. To save your change, press the Left arrow key 4 times until you see "Quit Confirm? Yes" displayed, and press the Check button.

How to Change Where Calls Are Forwarded

1. From inside the Call Forward menu, select the appropriate settings (Always Forward, Forward On Busy, or Forward On No Answer), then select Forward Number.
2. Clear out anything that's currently displayed by pressing the "Backsp" soft key until it's all erased.
3. Enter the desired 10-digit phone number or 3-digit extension where calls will be forwarded (or, to transfer calls to Voicemail, enter the phone's own DID phone number).
4. To save your change, press the Left arrow key 4 times until you see "Quit Confirm? Yes" displayed, and press the Check button.

How to Change the Number of Rings Before Transferring

1. From inside the Call Forward menu, select Forward On No Answer, then select No Answer Time.
2. Clear out anything that's currently displayed by pressing the "Backsp" soft key until it's all erased.
3. Enter the time, in seconds, that the phone should ring before transferring the caller to the Forwarding Number. (1 ring ~ approx. 4 to 5 seconds. The default value is 20 seconds).
4. To save your change, press the Left arrow key 4 times until you see "Quit Confirm? Yes" displayed, and press the Check button.

3.4 Utilizing the Directory

Programming a Contact in the Directory

1. Press the Directory button.
2. Select the entry you wish to program by pressing in a number between 1 and 400 and pressing the Check button.
3. Fill in the Name and Number fields, and choose a Ring for this Contact.
4. Use the keypad to enter numbers and/or digits. The cursor will move to the next space 2 seconds after the last key press. When done, press the Check button.
5. Once every item is updated, press the Left arrow until "Quit Confirm: Yes" is displayed and press the Check button.

Dialing from the Directory

1. Press the Directory button on the Desk Phone.
2. Use the Up and Down arrows to navigate the Directory, or enter a number between 1 and 400 that corresponds to your entry and press the Check button.
3. Press the Dial soft key on the display to dial the Contact.

3.5 Full List of Features

The features that we've covered in this Quick Reference Guide is not an exhaustive list of all the features this phone supports. To find a full listing of this phone's features, please refer to this phone's Owner's Manual. Many valuable resources are also available on Intermedia's Knowledge Base.

4. Additional Support

4.1 Utilizing the Knowledge Base

Intermedia's Knowledge Base is a valuable resource, full of helpful information.

1. In a web browser, navigate to https://hosting.intermedia.net/support/kb/.
2. From the main index, navigate to "**Voice Services** -> **Hosted PBX**".

4.2 Contacting Intermedia Cloud Voice Support

Our friendly Cloud Voice Support Team is ready and waiting to assist you.

You can contact Cloud Voice Support:

1. Via online chat,
2. By creating a Support Case online,
3. By emailing voicesupport@intermedia.net, or
4. By calling toll free at 1 (877) 357-0750.