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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

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

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 disassemble this 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

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:

<table>
<thead>
<tr>
<th>Mode of Operation</th>
<th>USOC Jack</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permissive</td>
<td>RJ11C</td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>Port</th>
<th>FIC</th>
<th>SOC</th>
<th>USOC</th>
<th>REN</th>
</tr>
</thead>
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<tr>
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<td>9.0Y</td>
<td>RJ11C</td>
<td>0.1B</td>
</tr>
<tr>
<td>Line 2</td>
<td>02LS2</td>
<td>9.0Y</td>
<td>RJ11C</td>
<td>0.1B</td>
</tr>
<tr>
<td>Line 3</td>
<td>02LS2</td>
<td>9.0Y</td>
<td>RJ11C</td>
<td>0.1B</td>
</tr>
<tr>
<td>Phone</td>
<td>02LS2</td>
<td>9.0Y</td>
<td>RJ11C</td>
<td>0.1B</td>
</tr>
</tbody>
</table>

**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 mornings 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 arrester 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 alter 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.
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

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.

Basic Requirements

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
Getting to know your Hosted PBX system

Before you Begin Your Installation

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

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 "LAN" and connect the other end into any data port on your network (router, switch or wall jack).

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 "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 Wireless Adapter
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

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

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

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.
Using Your Hosted PBX phone system

System Description

- 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

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

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.
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<thead>
<tr>
<th>No</th>
<th>Part Name</th>
<th>Description of function</th>
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<tbody>
<tr>
<td>1</td>
<td>Message Waiting Indicator</td>
<td>This will alert you to voice and text (instant) messages.</td>
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<td>2</td>
<td>Line Icons</td>
<td>Use these keys to activate up to lines that can be assigned to your phone. The associated icons represent:</td>
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<td></td>
<td></td>
<td>- Registered line</td>
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<td></td>
<td>- Registered shared line</td>
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<td>- Unregistered line</td>
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<td>- Voicemail</td>
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<td>- Speed-Dial</td>
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<td>- Ringing</td>
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<td>- Call in progress/Conference</td>
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<td></td>
<td></td>
<td>- Do Not Disturb</td>
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<td>3</td>
<td>Navigation Keys</td>
<td>Use arrow keys to scroll through the displayed information.</td>
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<td>4</td>
<td><strong>Hold</strong></td>
<td>Holds an active call or resumes a held call.</td>
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<td></td>
<td><img src="image" alt="Hold Icon" /></td>
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<tr>
<td>5</td>
<td><strong>Headset</strong></td>
<td>Allows you to place and receive calls through an optionally connected headset.</td>
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<td></td>
<td><img src="image" alt="Headset Icon" /></td>
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<td>6</td>
<td><strong>Speakerphone</strong></td>
<td>Allows for hands-free communication during calls.</td>
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<td><img src="image" alt="Speakerphone Icon" /></td>
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<td>7</td>
<td><strong>Microphone Mute</strong></td>
<td>Mutes local audio during calls.</td>
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<td><img src="image" alt="Mute Icon" /></td>
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<td>8</td>
<td><strong>Dial Pad</strong></td>
<td>Provides the 10 digits, alphabetic characters, and special characters available in context-sensitive applications.</td>
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<td></td>
<td><img src="image" alt="Dial Pad Icon" /></td>
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<tr>
<td>9</td>
<td><strong>Menu</strong></td>
<td>Dials phone numbers or allows you to view the placed call list.</td>
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<td></td>
<td><img src="image" alt="Menu Icon" /></td>
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<tr>
<td>10</td>
<td><strong>Dial</strong></td>
<td>Dials phone numbers or allows you to view the placed call list.</td>
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<td><img src="image" alt="Dial Icon" /></td>
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<td>11</td>
<td><strong>Soft Keys</strong></td>
<td>The screen will display labels for these keys, to identify their context-sensitive functions.</td>
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<td><img src="image" alt="Soft Key Icon" /></td>
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Desk Phone– Basic Call Features

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 Line 1 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 Hold 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 Line 1 or Line 2 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.
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
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 Dial or Line 1, 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 Dial to view the Placed Call list.

OR

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

2. Press Dial 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).

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

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.

- To delete the call from list:
  1. Press the Delete soft key.
  2. Press repeatedly to return to the idle display.

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.

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.
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 \( \text{Hold} \). This will be indicated on the graphic display by the hold icon as the line indicator.

Press \( \text{Hold} \) again or the Resume soft key to resume the call.

The active audio icon (one of \( \text{Hold} \), \( \text{Res} \), or \( \text{Play} \)) appears as the line indicator.

Multiple Calls on Hold

If multiple calls are on hold, use \( \text{Up} \) and \( \text{Down} \) 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 Dial .
   c) Press the Dir soft key to access the corporate directory, search for the desired contact, and then press Dial .
   d) Press the Callers soft key to access the Received Call list, use and to access the contact, and then press Dial .
   e) Press Dial 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.

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

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 creates 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.

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
To ignore a page, press the "Reject" button.

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**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.

**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.
To disable call forwarding:

1. Press \textbf{Menu} and select \textbf{Features > Forward}.

2. (Optional) If multiple lines are configured on your phone, select the line to forward from the list using \(\text{\(\uparrow\)}\) and \(\text{\(\downarrow\)}\).

3. Using \(\text{\(\uparrow\)}\) and \(\text{\(\downarrow\)}\), select the forwarding type you want to change and then press the \textbf{Select} soft key.

4. Press the \textbf{Disable} soft key to turn off call forwarding.

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

\textbf{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.

\textit{To set up a conference:}

1. Call the first party.
2. Press \textbf{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 \textbf{Conf} soft key again to join all parties in the conference.

\textit{To split a conference call:}

Press the \textbf{Split} soft key to split the conference.
Both parties will be on hold.

\textit{To set up a conference call using the Join soft key:}

When you are in an active call:

Use the \(\text{\(\downarrow\)}\) to go to the call on hold, then press the \textbf{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/acesslinelogin/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
### 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
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

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

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

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 \textit{Menu} and select Features > Forward.

2. Using \textit{ and }\textit{ }, select the forwarding type you want to change and then press \textit{ }. 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 \textit{ }
6. Use the keypad to enter a new number of rings (one ring is approximately 4 seconds).
7. Press the OK softkey

\textbf{Additional Call Features}

\textbf{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

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.

\textbf{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 \textbf{Dial} or pick up the handset
   
   Or
3. The Speed Dial list can be accessed by:
   
   1. Pressing \textbf{Menu}
   2. Selecting \textbf{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.

\textbf{Assigning New Speed Dial Indexes}

\textbf{To add or edit a speed dial index for an existing contact:}

1. Press the \textbf{Dir} soft key.
2. Use \textbf{and } to scroll through the list to find the contact.
3. Press \textbf{to select the entry.}
4. Press the \textbf{Edit} soft key.
5. Press \textbf{repeatedly until the speed dial index appears.}
6. Press \textbf{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 \textbf{Backspace} soft key, and then enter a new speed dial index.
8. Press the \textbf{Ok} or \textbf{Cancel} soft keys to accept or cancel changes.
9. Press \textbf{repeatedly to return to the idle display.}

\textbf{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.

   ![Directory](image)

   `<New Entry>`

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

4. Press ✓ to add a new entry.

   ![Add To Directory](image)

   **First Name:**

5. Press ✓ to enter a first name.

   Entry to this field is alphabetic as denoted by «abc»

   ![First Name](image)

6. Enter the first name of the contact from the dial pad.
7. Press the **Ok** or **Cancel** soft keys to accept or cancel changes.

8. Press \( \downarrow \) 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**.

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 \( \leftarrow, \rightarrow, \uparrow, \) or \( \downarrow \) 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 \( \leftarrow \) to end contact’s data entry.

15. Press the **Yes** or **Cancel** soft keys to accept or cancel changes.

16. Press \( \rightarrow \) 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.

“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** soft key.
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 \checkmark\ 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 \checkmark\.

3. Use \△\ and \▽\ to scroll through the list to find the contact.

4. Press \Dial\ 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 \checkmark\.

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 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.

![Time and Date Format](image)

To configure the time and date:

1. Press \(\text{Menu}\).
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 \(\uparrow\) and \(\downarrow\).
5. Press \(\checkmark\) to confirm your choice.

For example, the following figure shows Clock Time.

![Clock Time](image)

6. Press \(\text{Menu}\) or \(\uparrow\) repeatedly to return to the idle display.

**Display Contrast**

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

1. Press \(\text{Menu}\).
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 Menu \( \) 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 Menu \( \).
2. Select Settings > Basic > Preferences > Headset > Headset Memory.
3. Use the \( \) or \( \) to select Enabled.
4. Press \( \) to confirm your choice.

**To activate Headset Memory Mode:**
Press Line \( 1 \) twice.

Pressing Line \( 1 \) or Answer soft key to receive a call will now connect to your headset automatically.

**Electronic Hookswitch**
This feature enables electronic hookswitch support.
To select a headset that supports electronic hookswitch:

1. Press Menu .
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 Menu 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 Menu .
2. Select Settings > Basic > Ring Type.
3. Using ▲ and ▼, select the desired ring type.
   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 Menu or EXIT repeatedly to return to the idle display.

For information on supported headsets to provide electronic hookswitch features for placing, answering, and ending calls, go to www.polycom.com/support/voice and enter “Headset Compatibility List” in the Knowledge Base text box or contact your system administrator.
Language Support

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

To change the language:

1. Press Menu.
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 Menu 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 last name.

To change the directory search parameter:

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

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.
2. Using ▲ and ▼, select the directory search parameter. Last name is the default directory search parameter.

3. Press □ to select your choice.
4. Press the Yes or Cancel soft keys to accept or cancel changes. 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 ringer volume.

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

*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