



## **Polycom IP550 & IP650 Phone Owner's Manual V.3**

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# 1 Introduction

Congratulations on purchasing our 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.

## 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.



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

#### **Note**



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

#### **Definition**



#### **WARNING**

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

## Basic Requirements

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The 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

# 2 Getting to know your Hosted PBX

Before you Begin Your Installation

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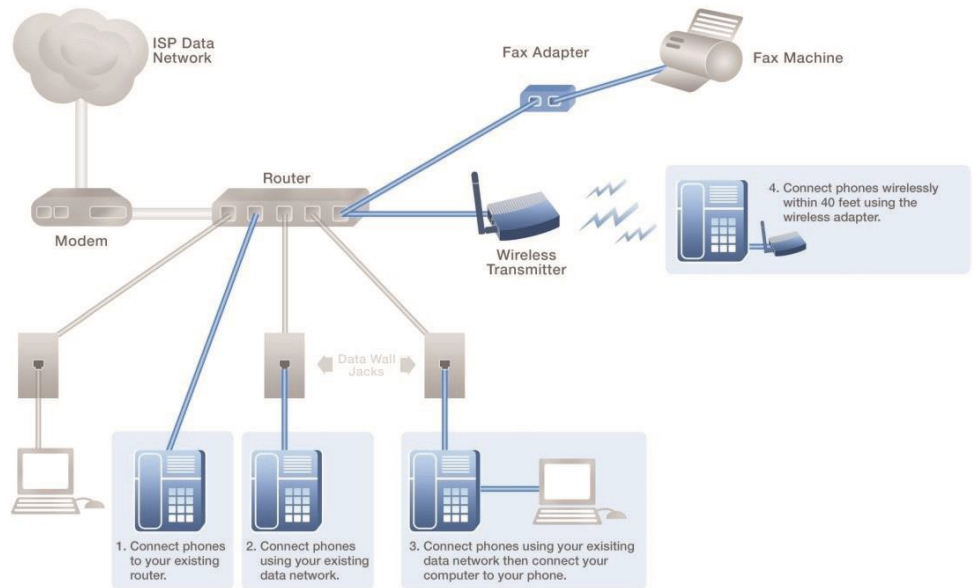
The Hosted PBX phone system is designed to use your existing broadband data connection as well as the existing data wiring in your office. Where you don't have data wiring, you may use the optional Wireless Transmitter and Wireless Adapters to connect Desk Phones wirelessly. In order to begin using your 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://cp.serverdata.net/asp/User/Login.asp>. 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.

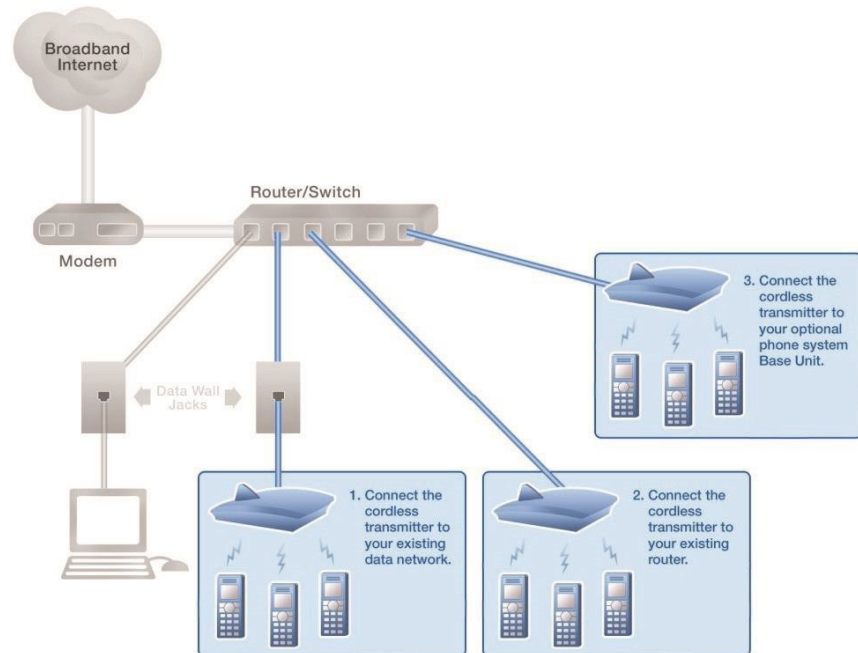
Standard Setup Options:

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



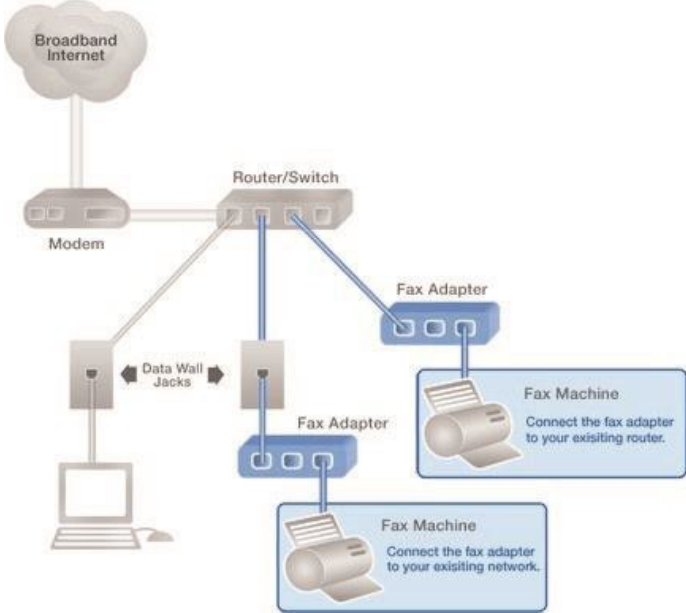
### Cordless Phones:

This diagram depicts the setup options for Cordless Phones. Cordless phones can be used in conjunction with Shared Line Phones and the optional Base Unit or they can be installed as Stand Alone Phones.



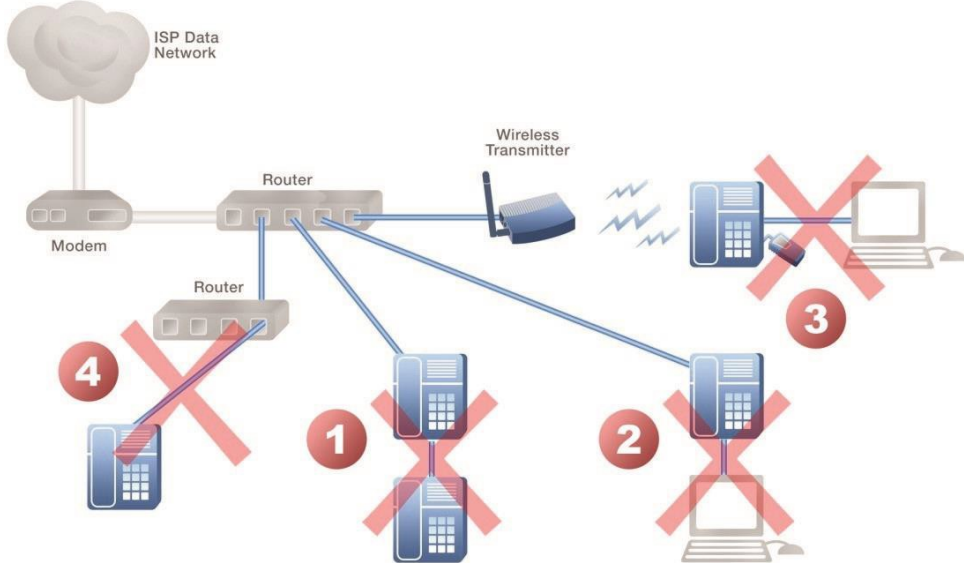
### Fax Adapter:

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



Setup Options that are not supported

The following setup options ARE NOT supported:



1. Connecting one phone to another
2. Connecting a phone to the base unit then connecting a PC
3. Connecting a phone to the base unit wirelessly and then connecting a PC
4. Connecting a PC to the base unit



5. Connecting a phone to a router that is connected to another router

### Assigning Extension Numbers and Phone Numbers to Phones

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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 an email from us 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://cp.serverdata.net/asp/User/Login.asp> to view a list of your phone numbers and extensions.

## 3 Installing your Hosted PBX Phone System

### Installing Desk Phones

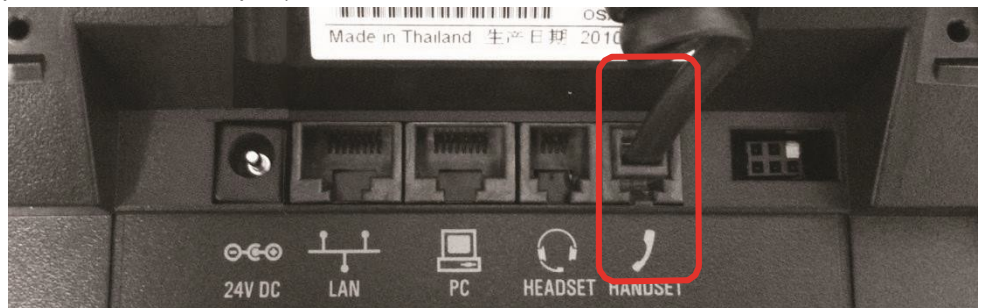
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Desk Phones can be installed in the following ways

- You may connect Desk Phones Wirelessly to the Optional Wireless Transmitter and the 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 **HANDSET** (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**



To your router or wall jack

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).

### **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 data wall jack

To your PC

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

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 base unit.

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



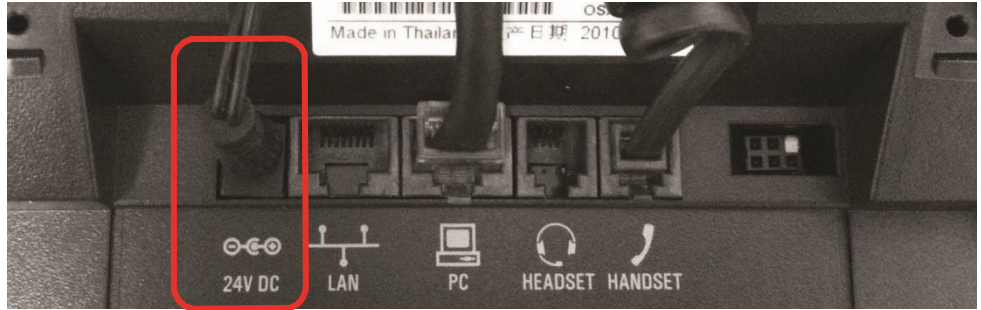
*To avoid interference or static on the phone, place the Wireless Adapter away from the phone as shown.*

#### Note



### 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.

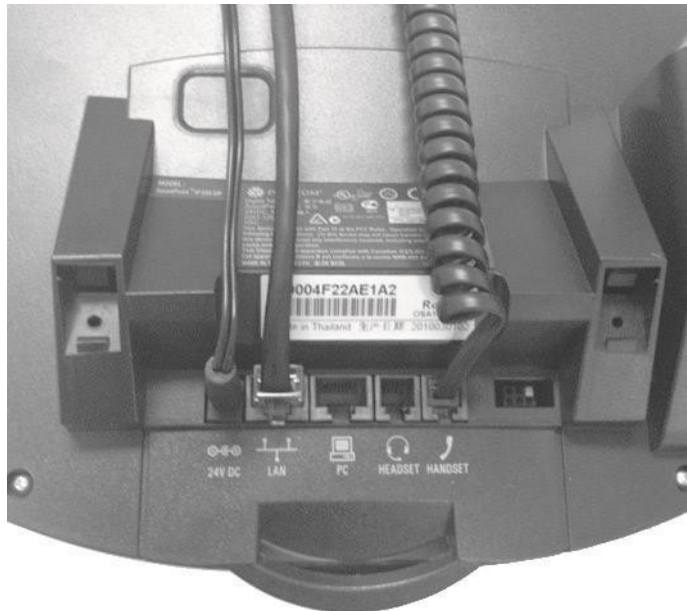


## Attaching the Base

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To attach the Base to the phone:

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



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



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

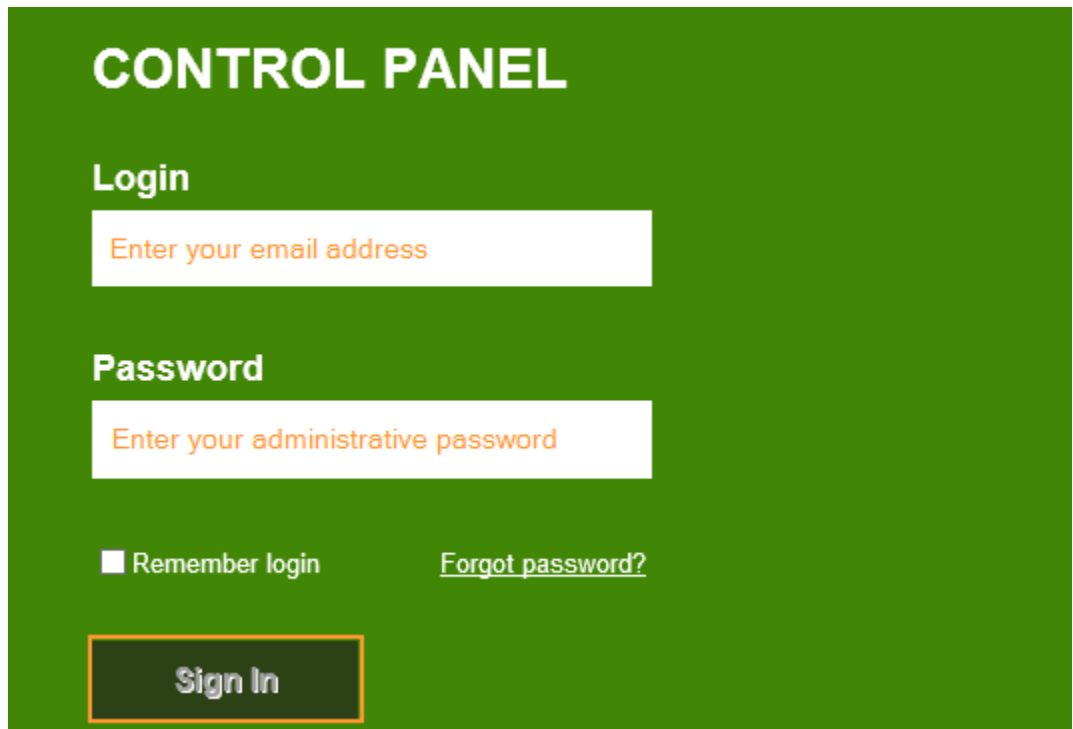


**Activating the Service**

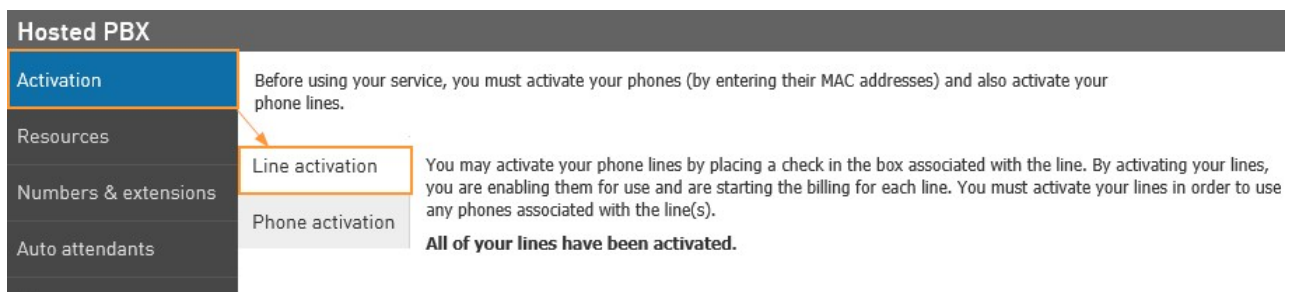
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Before you can make or receive calls, you need to activate your phone line(s). This also activates the billing for your phone line(s). To activate your phone line(s):

1. Go to <https://cp.serverdata.net/asp/User/Login.asp> 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.

# 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
- Cordless phones can be used in conjunction with Desk Phones or can be installed stand alone
- 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 and Cordless Phones.

## Polycom 4 and 6-Line Desk Phones

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### Introduction to your Polycom Desk Phone

The Polycom 4 and 6-Line Desk Phones provide a powerful, yet flexible IP communications solution, delivering excellent voice quality. The high-resolution graphic display supplies content for call information, directory access, and system status. The phones support advanced functionality, including multiple call appearances, HTTPS security and a suite of business phone features.

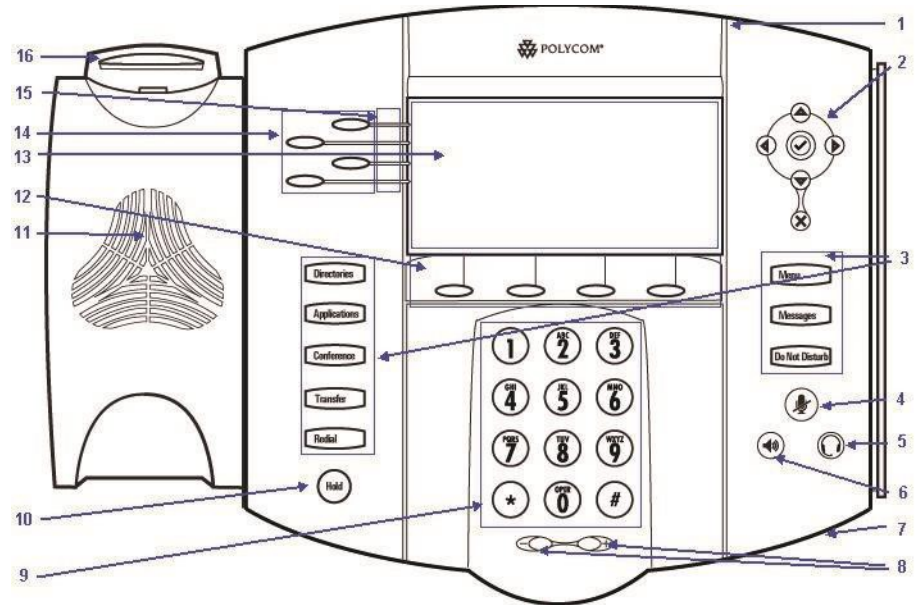
Some system settings are programmed through your Admin Portal website while others are programmed through the phone.







### Before You Use Your Phone

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The image below and table describe the various feature buttons of your phone. Depending which phone you have purchased, you will have either 4 or 6 call appearance keys on the left of the display screen.







	Item	Description
1	MessageWaiting Indicator	Alert for voice messages
2	Arrow Keys	
		Scroll through displayed information.
		Select a field of displayed data.
		Delete displayed data.
3	Feature Keys	Access important features using these keys.
		Access to local directories and call lists.
		Provides customer service contact information
		Allows connection with multiple other parties for a conference.





		Transfer of current call to third party.
		Dials most recently dialed party.
		Access various features of your phone
		Access to voicemail messages
		Cancels ringing, and directs incoming calls to your voice mail.
4	Microphone Mute 	Mutes audio transmission locally during calls and conferences.
5	Headset 	Allows you to place and receive calls through an optionally connected headset.
6	Speakerphone 	Allows for handsfree communication during calls.
7	Handsfree Microphone	Picks up audio during handsfree calls. Place your phone on a hard, flat surface for best results.
8	Volume!Keys 	Adjusts the volume of the handset, headset, speaker, and ringer.
9	Dial Pad	Provides the 10 digits, the alphabetic characters, and special characters available in context sensitive applications.

10	Hold		Holds an active call or resumes a held call.
11	Speaker		For ringer and handsJfree audio output.
12	SoftKeys		These keys are automatically labelled to identify their contextJsensitive!functions.
14	Call Key		Use these keys to activate the 4 or 6 call appearance lines on your phone. The buttons on the screen display your extension number.
15	Line Indicators		Individual multiJcolor LEDs display the dynamic call state mapping is: <ul style="list-style-type: none"> <li>•Solid green—An active call is in progress.</li> <li>•Fast flashing green—There is an incoming (ringing) call.</li> <li>•Flashing green—Thecall is held by the other party.</li> <li>•Flashing red—The call is on hold.</li> <li>•Solid red—The line is busy remotely (shared lines)</li> </ul>
16	Hookswitch		

### Using the Navigation Keys

To help you navigate menus and enter data, use these tips:

To scroll through lists, use  and 

Press the \* key to page up. Press the # key to page down. Use these shortcuts when lists appear on more than one page.

To exit from any menu,  
press .



To exit from any directory,  
press .

Use the dial pad keys to navigate through and make selections in  
numbered menu lists.

To enter text using the dial pad, press the number keys one or more times.

For example, for 'A' press 2 and for 'C' press 222. When in text entry  
mode, the title will show whether keys will generate digits (1), upper-case  
(A), or lower-case (a) characters— use the 1/A/a soft key to change—and  
whether keys will generate ASCII, Latin, Cyrillic, Katakana, or Unicode  
characters— use the Encoding soft key to change.

### Information Screen

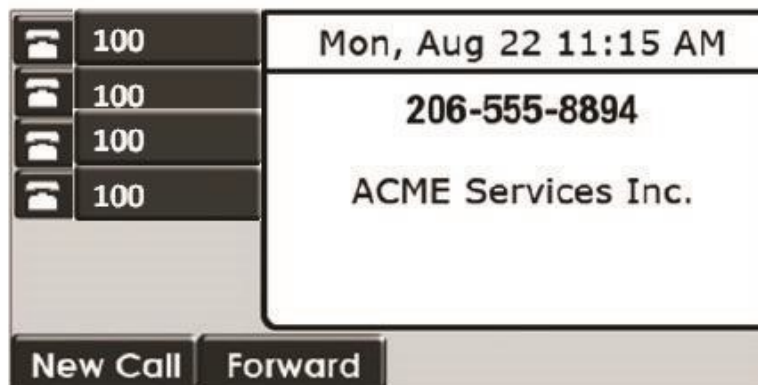
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The display screen of your phone provides you with a host of important  
information elements.

The top line of the screen displays:

- Popup text (for example, network errors)
- Do Not Disturb text
- Missed call text or second incoming caller display
- Prompt text (for example, “Enter number”)
- Time and date text

The main content area of the screen displays the phone number  
assigned to the phone as well as you company name. As call come in,  
this area displays caller information.



Your extension number is displayed one time for each call appearance key.  
In this example you have 4 call appearance keys and may have up to 4  
concurrent phone calls on this phone.


# 5 Customizing Your Phone

You can customize your Polycom 4 or 6-Line Desk Phone by adjusting the setting for time and date, display contrast, and ring type, for example. You can add contacts to the phone's directory manually or from call lists. You can handle incoming calls from different contacts in different ways.

This chapter provides basic operating instructions for Configuring Basic Settings

## **Configuring Basic Settings**

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You can configure the following basic settings through use of  :

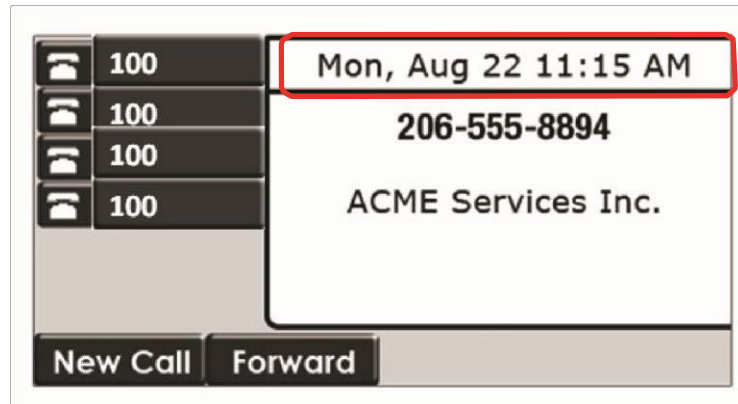
- Appearance of the time and date
- Display contrast
- Backlight intensity
- Headset Memory Mode
- Headset hookswitch selection
- Ring type
- Language support (localization)
- Background pattern
- Soft key label color

You can mute the microphone and adjust the volume using separate keys.



### **Changing the Appearance of Time and Date**

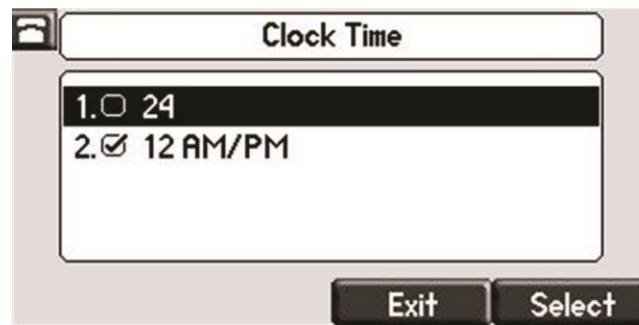
The time and date appears on the graphic display of the Desk Phone. If the phone cannot obtain a time and date from the call server, the display will flash. Contact your system administrator if either the time or date is incorrect.


You can select from various formats for the time and date display. Select and set options that are right for you. You can also disable the time and date display, so the time and date do not display on the phone screen.



To configure the time and date formats:


1. Press **Menu**.
2. Select Settings > Basic > Preferences > Time & Date.
3. Select from Clock Date, Clock Time, Clock Order, or Enable/Disable.
4. Using  and , scroll through the options under each of these selections.
5. Press the Select soft key to confirm your choice. The following figure shows the Clock Time menu.

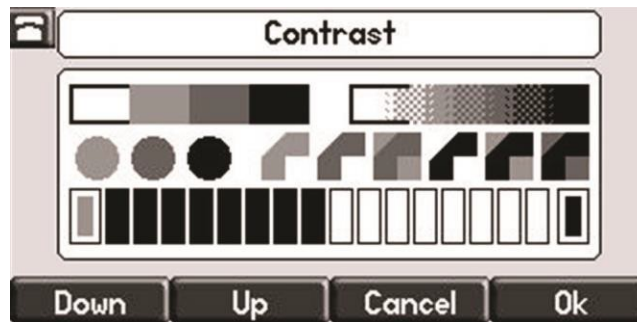


6. Press  to return to the idle display.


### Changing the 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.

 <p><b>Note</b></p>	<p>You can also use the volume keys to increase or decrease the display contrast.</p>
--	---

4. Press the Ok or Cancel soft keys to accept or cancel changes.
5. Press Menu to return to the idle display.

### Changing the Backlight Intensity

Backlight intensity on the Desk Phone has three components:

- Backlight On
- Backlight Idle
- Maximum Intensity

You can modify the Backlight On intensity and the Backlight Idle intensity separately. You can select high, medium, low, and off levels for both.

When you modify the Maximum Intensity, you are modifying the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the low, medium, and high values for both Backlight On intensity and the Backlight Idle intensity decrease.

The Backlight On intensity applies for the following events:

- Any key press
- Hookswitch release
- Incoming call
- Ending a call, holding a call, resuming a call by the other party
- A voice or instant message received

If you do not press any keys on the phone after 20 seconds of the backlight turning on, the backlight dims (or changes) to medium in the following cases:



- A call is in progress
- A call is on hold
- There is an incoming call (ringing)
- There is an outgoing call (ringing back)
- Any menu shows on the display

In all other cases, the Backlight Idle intensity applies.



**To modify the backlight intensity:**

1. Press Menu
2. Select Settings > Basic > Backlight Intensity.
3. Select Backlight On Intensity.

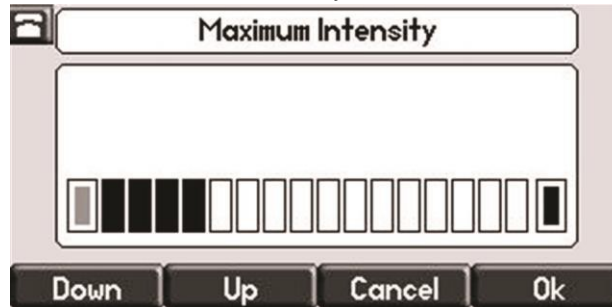



4. Use  or  to select high, medium, low, or off, and then press the Select soft key. The default level is medium.
5. Select Backlight Idle Intensity. the



6. Use  or  to select high, medium, low, or off, and then press Select soft key. The default level is low.

7. Select Maximum Intensity.






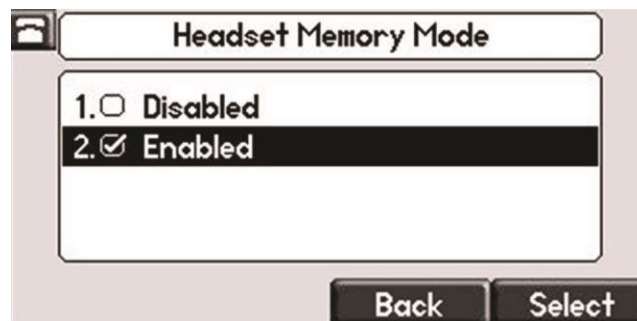
8. Press the Up or Down soft keys to increase or decrease the backlight intensity.
9. Press the Ok or Cancel soft keys to accept or cancel changes.
10. Press  to return to the idle display.


### Enabling the 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  or  to select Enabled, and then press the **Select** soft key.



 to return to the idle display.

Press


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

To activate Headset Memory Mode:



Press  twice.

The flashing headset icon on the graphic display or a flashing headset key

 indicates that the headset mode is activated. Pressing or the **Answer** soft key to receive a call will now connect to your headset automatically.

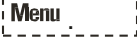


### Selecting the Correct Headset for Electronic Hookswitch

This feature allows you to answer your phone when you are using a headset.



For information on supported headsets to provide electronic hookswitch 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  or  to select your headset, and then press the **Select** soft key.







4. Press  to return to the idle display.

### Selecting the Ring Type


You can select different ring types to distinguish lines or to distinguish your phone from your neighbor's phone.


#### To change the incoming ring type:

1. Press .

2. Select **Settings > Basic > Ring Type**.
3. (Optional.) If multiple lines are configured on your phone, first select the line to change from the list using the  and .
4. Use  and  to select the desired ring type  
To hear the selected ring type, press the **Play** soft key.






5. Press the **Select** soft key to change to the selected ring type.
6. Press  to return to the idle display

 <p><b>Note</b></p>	<p><i>If you configure your Desk Phone with a silent ring, press the flashing Call Key or the <b>Answer</b> 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.</i></p>
--	---

### Changing the Language

Many languages are supported by the Desk Phone.

To change the language:

1. Press 
2. Select **Settings > Basic > Preferences > Language**.
3. Use  and  to highlight the language you want.



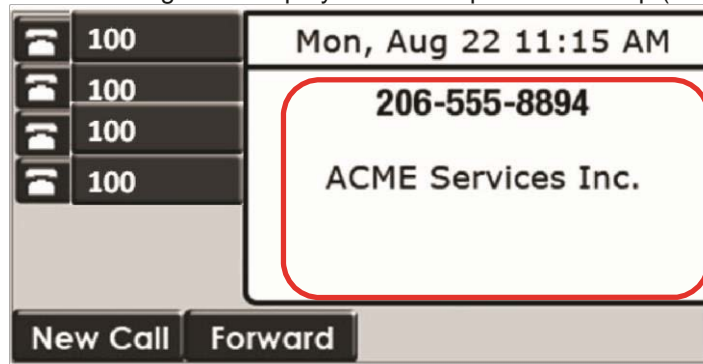
4. Press the **Select** soft key.

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

5. Press **Menu** to return to the idle display

### Changing the Graphic Display Background

You can change the picture or design that appears on the graphic display. A default background displays when the phone starts up (shown below).



To change the graphic display background:

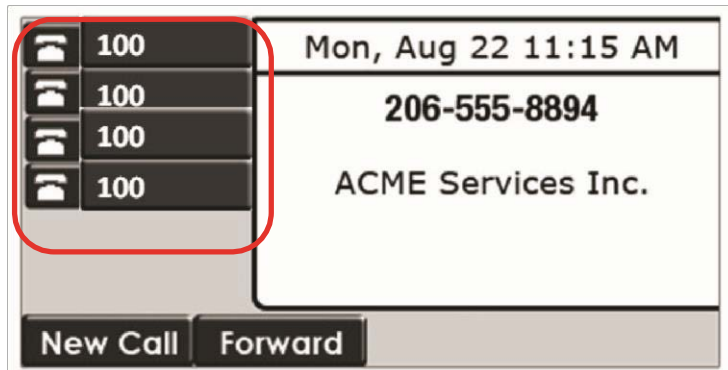
1. Press **Menu**
2. Select Settings > Basic > Preferences > Backgrounds.
3. Use **to highlight the** background you want.




4. Press the **Select** softkey.
5. Press **Menu** to return to the idle display.

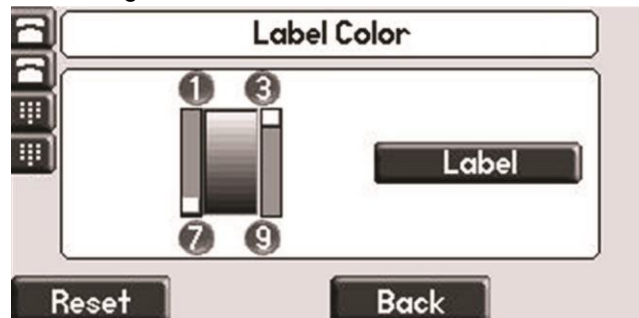
## Changing the Soft Key Label Color

You can change the soft key label color that appears on the graphic display. A default soft key label color displays when the phone starts up (shown below).



To change the soft key label color:

1. Press .
2. Select Settings > Basic > Preferences > Label Color.



Using the dialpad keys 1, 3, 7, and 9 change the soft key color to your desired color. The **Label** soft key on the right reflects your changes.




**Note**

*When the color of the label reaches a certain level of whiteness, "Cannot save this color. Text might be unreadable." appears. This popup appears only the first time the color reaches that level.*

2. Press the **Save** soft key.  
Press the **Reset** soft key to reset the color to the default color.  
Press the **Undo** soft key to undo your last change.
3. Press Menu to return to the idle display.

### Adjusting the Volume

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



**Note**

*To conform to regulatory requirements, handset and headset volume will return to a preset level after each call.*



## 6 Managing Incoming Calls

You can distinguish incoming calls by setting distinctive rings for contacts in your contact directory, sending particular calls directly to your voice mail, or transferring particular calls 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.

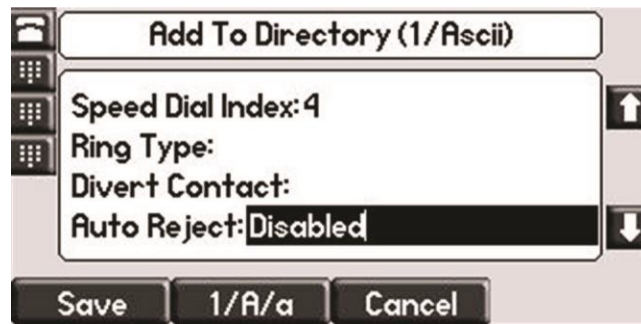
1. Press .
2. Select **Contact Directory**.
3. Use  and  to highlight the contact.



You can also use the \* key to page up and the # key to page down

Rejecting calls is not available on shared lines.

**T O**

4. Press the **Edit** soft key, and then scroll down to the Auto Reject field.



Use the  and  to select Enabled.

6. Press the **Save** or **Cancel** soft keys to accept or cancel changes.
57. Press Directories to return to the idle display.  
Use the

## Diverting Calls

---

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



To divert incoming calls from a particular contact:

1. Press .
2. Select **Contact Directory**.
3. Use  and  to highlight the contact.

You can also use the \* key to page up and the # key to page down.

4. Press the **Edit** soft key, and then scroll down to the Divert Contact field.



5. Enter the number of the party to whom you want to divert the call.
6. Scroll down to the Auto Divert field.
7. Use the  and  to select Enabled.
8. Press the **Save** or **Cancel** soft keys to accept or cancel changes.
9. Press Directories to return to the idle display.

## 7 Desk Phone— Basic Call Features

### Answering a call

---

Each phone has been assigned a phone number from us. When that phone number is dialed, the phone associated with that phone number will ring.

When you are not in another call, you can answer a call in three ways:

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


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:

Press 


With the handset on-hook, press  (next to the flashing green status indicator).

Press the Answer soft key.

*Owner's Manual*

### To answer a call using the headset:

Press 

If Headset Memory Mode is activated, press 


### Answering When on Another Call

Depending on your phone model you can take up to 4 or 6 calls on your phone. If you are on a call and another call comes in to your phone you will hear a tone from the phone and the next available Call Key will flash green. There are two ways to answer the second call:

to answer an incoming call Do one of the following:

Press  next the flashing green indicator.

The first call is placed on hold and the second call becomes the active call.

Press  or the **Hold** soft key to place the original call on hold. Press the **Answer** soft key.



**Note**

*Incoming calls may be forwarded by pressing the **Forward** soft key .*

### Inbound Caller ID

Caller ID Name and Number are presented on the screen of your phone with each inbound call.



## Placing a call



---

You can place a call in many ways using your Desk Phone:

- using the handset
- using the speakerphone
- using the headset

You can also dial the number first—called “hot dialing”— and then choose the method you will use to speak to the other party.

You can search the call lists, the local contact directory or the corporate directory and dial from the search results page.

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

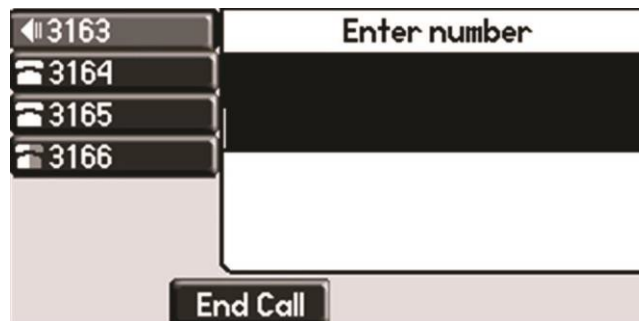
The call duration of active calls is visible within the active call window on the graphic display.

### To place a call using the handset:

Do the following steps in any order:

Pick up the handset.



Dial the number using the dial pad.



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

Do one of the following:



With the handset on-hook

1. Press  or  or the New Call soft key to obtain dial tone.

2. Dial the number using the dial pad.


With the handset on-hook

1. Dial the number using the dial pad.

1. Press ,  or the Dial Softkey

### To place a call using the headset:


With the optional headset connected:

1. Dial the desired number using the dial pad.
2. Press 


### Placing a second call

**While on a call, you may place that call on hold and make a second call. There are two ways to place another call:**

#### Method 1

1. Place the first call on hold AND at the same time get dial tone to make the second call by pressing the next available Call Key  

2. Dial the 10-digit phone number or 3-digit extension number
3. Press the Send softkey
4. Once you have done this, the Call Key will display your call.

## Method 2

1. Press the Hold button or Hold softkey. This will place your caller on hold
2. Press the next available Call Key 
3. Dial the phone number or 3-digit extension number. You will be connected to that party
4. You may switch between calls by using the Call Keys and using the resume soft key to connect to that call





### Note

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

## Ending Calls

---

To end a call:  
Do one of the following:

- If you are using the handset, press the EndCall soft key or replace the handset.
- If you are using a headset, press  .
- If you are using the speakerphone, press  .

## Forwarding Calls

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You can configure your phone so that all incoming calls are forwarded to another party (refer to Static Forwarding). You can also forward calls while your phone rings (refer to Dynamic Forwarding).

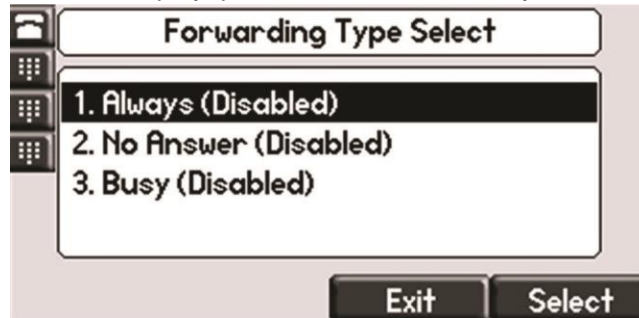
All incoming calls can be forwarded to another party while Do Not Disturb is enabled on your phone.



### *Static Forwarding*

Static Forwarding allows you to send ALL incoming call to another phone number or extension. When Static Forwarding is enabled, your phone will not ring.

To forward all incoming calls to another party:

1. From the idle display, press the Forward soft key.

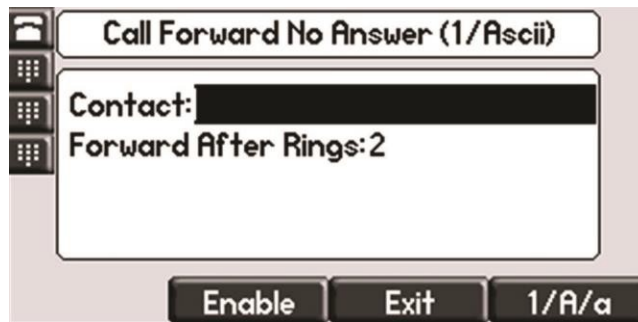


2. Using  and , select the forwarding type you want to change, and then press the Select soft key. The options are:
  - o Always—To forward all incoming calls
  - o No Answer—To forward unanswered incoming call
  - o Busy—To forward calls that arrive when you are already in a call

3. Depending on your selection:
  - a If you selected Always, enter a number to forward all future incoming calls to.



- b If you selected No Answer, you will see that your phone number is entered in the Contact field by default. By entering your own phone number in this field, the phone will send callers to your voicemail box if you do not answer. You may enter a number to forward all unanswered incoming calls to and how many rings to wait before forwarding (one ring is approximately six seconds). A value of 2 is recommended.





- c If you selected Busy, you will see that your phone number is entered in the Contact field by default. By entering your own phone number in this field, the phone will send callers to your voicemail box if your phone is busy. You may enter a number to forward all future incoming calls to when all of your incoming lines are busy



4. Select the Enable soft key to confirm call forwarding.

A moving arrow appears on the Call Key to confirm call forwarding is enabled.

*To Disable Call Forwarding:*

1. From the idle display, press the Forward soft key.
2. Using  and , select the forwarding type you want to change and then press the Select soft key.
3. Press the Disable soft key.

The idle display returns and the regular icon appears within the Call Key..

#### *Dynamic Forwarding*

Dynamic Forwarding allows you to forward an INCOMING call to another phone number or extension while your phone is ringing. You may only use Dynamic Forwarding while your phone is ringing.

To forward an incoming call to another party:

1. When the phone rings, press the Forward soft key.

2. Enter a number to forward the incoming call to.
3. Press the Forward soft key again.

The incoming call is forwarded to the other party. If call forwarding is disabled, all future calls will not be forwarded and forwarding will remain disabled.

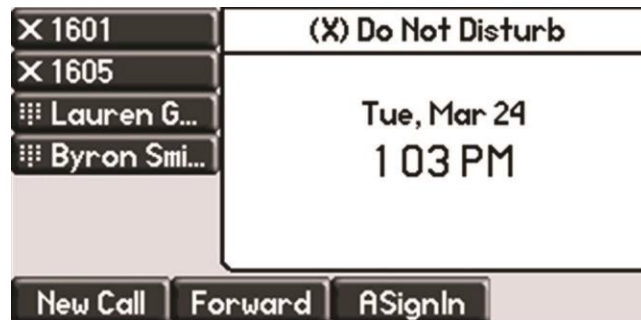
### *Enabling Do Not Disturb*

Do Not Disturb prevents the phone from ringing and sends callers directly to your voicemail box.

To enable Do Not Disturb:

Press Do Not Disturb

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



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

To disable Do Not Disturb:


Press Do Not Disturb again.

## **Call Management Features**


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### **Call Hold**

*To place a call on hold*


During a call, press  or the Hold soft key. The hold icon will display on the Call Key label. The caller will hear the standard hold music or your custom hold music/message.



Press  again or the Resume soft key to retrieve the call.

### Multiple Calls on Hold

If calls are on hold, you can view the details of the calls on any Call Key by pressing and holding the Call Key for more than two seconds. If a Call Key is depressed for less than one second, the first call on hold on that Call Key will be retrieved.

 <p><b>Note</b></p>	<p><i>The Hold feature typically generates music. Therefore, avoid putting a conference call on hold.</i></p>
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### Conferencing Calls

You can create a conference with other parties using the phone's local conference feature. There are two ways to do this.

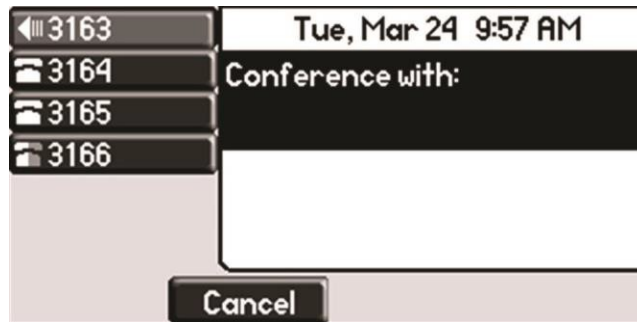
- Joining two calls
- Adding calls

#### *Joining Calls*

You can create a conference at any time between an active call and a call on hold by pressing the Join soft key. The **Join** function is only available if you have only two calls on your phone.

To **Join** two calls with yourself:

1. Have one call on hold while talking to another
2. Press the More soft key then press the Join soft key. You will then be connected to both callers.



#### *Splitting Joined Calls*

After you have joined two calls, you may split those calls back to their individual calls.

To split a Joined call:


Press the Split soft key to split the joined calls.

All calls are split into individual calls and put on hold

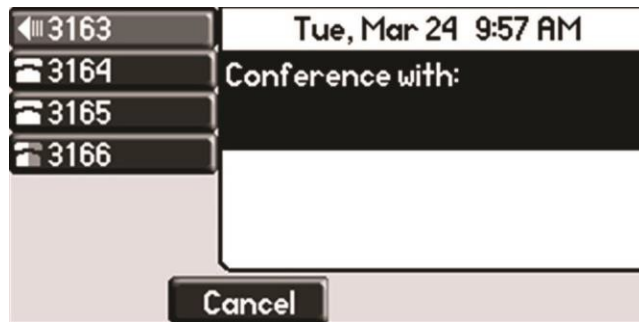
#### *Setting Up Conference Calls*

You may conference up to two calls plus yourself (a 3-way call).

To set up a conference call:

1. Call the first party.
2. Press  or the Confrnc soft key to create a new call.





**Note**

*All conference participants hear the dial tone and ringback when the conference host places a call to a new party.*

3. Call the second party. The new party will be automatically joined to your

call.

#### *Splitting Conference Calls*

After you have created a conference call, you may split those calls back to their individual calls.

To split a conference call:

Press the Split soft key to split the conference.

All calls are split into individual calls and put on hold.

#### *Ending Conference Calls*

To end a conference call:

From the Active Conference page, press the EndCall soft key or hang up.

The other parties will continue to be connected.

## Transferring Calls

Call Transfer allows you to send an active call to another phone number or extension. A call can be transferred in one of two ways:

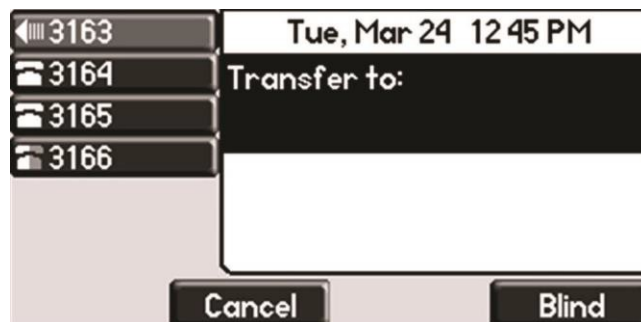
- Consultative transfer—The party to whom you want to transfer the call answers their phone before you transfer the call or hang up. You can consult with them before completing the transfer.
- Blind transfer—The call is automatically transferred after you dial the number of the party to whom you want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

### *Performing a Consultative Transfer*

To transfer a call:

1. During a call, press the **Transfer** or the Trnsfer soft key.

The active call is placed on hold.



2. Enter the number to which you want to transfer the call.— 3.

As soon as you hear the ring-back sound or after the party answers

(and you speak to the party), press **Transfer** or the Trnsfer soft key.




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

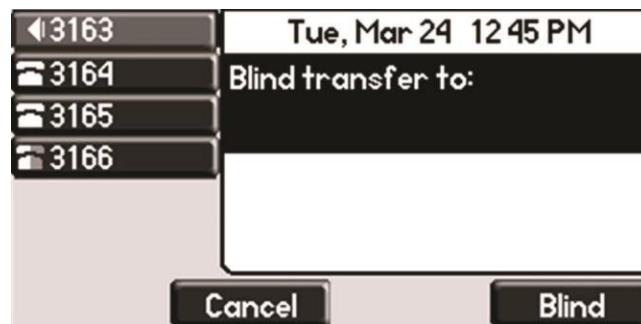
If you are using a handset, the transfer can be completed by putting the handset on the cradle.

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

#### *Performing a Blind Transfer*

Blind transfer allows you to transfer a call to another number or extension without talking to that person first. To perform a blind transfer:

1. During a call, press  or the Transfer soft key.
2. Press the Blind soft key.



3. Enter the number to which you want to transfer the call

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 "If your phone has 2 calls active, 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. Receive or place a call on your Desk Phone
2. Press the TRANSFER key 
3. Press the Blind soft key
4. Dial \*99 followed by the extension number of the desired person.  
DO NOT HANG UP

5. Once the call has transferred to the desired voicemail box, your line will hang up. Do not hang up the phone until the line has disconnected.

#### *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 our 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 is 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 is 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 9001”. 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 pickup the handset or uses the speaker phone
2. Dial the Paging Group (9100 is the Standard Paging Group for all phones).
3. Wait for the tone
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


### **Redial**

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

Press  .


A call to your last placed call is attempted.




 <b>Note</b>	<i>If a number on an incoming call matches a number in the system speed dial list, the name in the list will be displayed.</i>
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### Mute

The mute feature allows you to hear the other party, but they cannot hear you.

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.

### 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. 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. The 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 <http://cp.serverdata.net/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

## 8 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://cp.serverdata.net/asp/User/Login.asp>. Your phone indicates the presence of new voicemail messages by a flashing Message Waiting Indicator LED on the front of the phone and a visual notification on the screen as well as a presenting a voicemail icon within the line indicator.

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 fixed key with the envelope graphic
2. 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 Voicemail Button 
2. Enter your PIN when prompted.
3. The system will say, "You have x new and y old voicemail messages"
4. 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 fixed key with the envelope graphic
2. Enter your PIN when prompted
3. Press 8 for User Options
4. Press 7 to change your PIN
5. Enter the new 6 to 10-digit PIN when prompted.

### **Record a Personal Greeting via the Phone**

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

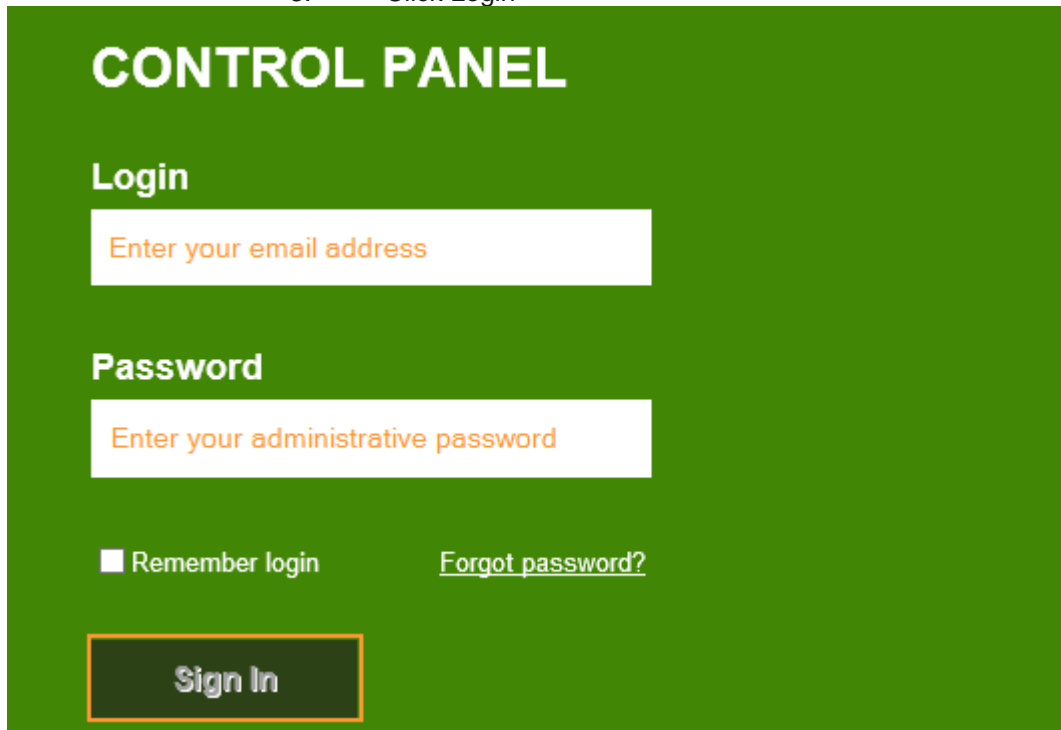
### **Forward Voicemail Messages via the Phone**

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 any time 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://cp.serverdata.net/asp/User/Login.asp>
2. Enter your Desk Phone Number and PIN
3. Click Login



The image shows a screenshot of a web-based login interface for a voicemail system. The background is a solid green color. At the top, the text "CONTROL PANEL" is written in large, white, bold, sans-serif capital letters. Below this, the word "Login" is written in a smaller white font. There are two white rectangular input fields. The first field contains the placeholder text "Enter your email address" in orange. The second field contains the placeholder text "Enter your administrative password" in orange. Below the password field, there is a checkbox with the label "Remember login" and a link that says "Forgot password?". At the bottom of the form, there is a dark green rectangular button with the text "Sign In" in white, outlined with an orange border.

## 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

The screenshot displays the Hosted PBX web interface. On the left is a navigation menu with categories: Activation, Resources, Numbers & extensions (highlighted), Auto attendants, Lines, Devices, Hold music, Groups, Order history, Additional settings, and Billing. The main content area shows the configuration for extension 716-952-4179, labeled 'Conference Room'. A sub-menu on the left lists options like 'User/Phone Info', 'Outbound caller ID', 'Phone display', 'Failover routing', '911 address', 'Call history', and 'Groups'. The 'User/Phone Info' section is active, showing details for a 'Hosted PBX Phone' (IP-331). A '2 LINE' badge is present. The 'Voicemails(0)' section is highlighted with a box containing the number '2'. Below this, a message list is shown with columns for checkboxes, status icons, 'Time', and 'Caller ID'. Two buttons, 'Delete Selected' and 'Mark As Unheard', are visible. The 'More settings' link at the bottom is highlighted with a box containing the number '1' and has a mouse cursor pointing to it. A red arrow points from the '2 LINE' badge to the 'More settings' link.

### **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 our 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 of your 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

## Vicemail 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://cp.serverdata.net/asp/User/Login.asp>
2. Enter your Desk Phone Number and PIN
3. Click Login
4. Select the Personal Info Tab at the top of the web page
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

The screenshot shows a web interface for setting up voicemail notifications. At the top, there are navigation tabs: "Voicemails(0)", "Call Manager", "Queue Availability(In)", "Personal Info", "Tools", and "Help". The "Personal Info" tab is selected. Below the tabs is a row of buttons: "Stored Number", "Operator Number", "Change PIN", "Notification", "Call History", and "Group Manager". The "Notification" button is highlighted with an orange box. Below this row, a text box explains that notifications can be sent to any email address or email-enabled wireless device. A dropdown menu shows "On" with a red arrow pointing to it from the "Notification" button. Below this is a section titled "Email Addresses For Message Notification" with a text input field for "Your email address" and a "Test My Setting" button. A note below the button says to click it to verify the setup. Another section, "Voicemail Display Format", has radio button options for how to handle voicemails in the notification. A note in an orange box explains that selecting "Do not keep a copy" means voicemails will only be delivered to the email address. The "Notification Receipt Types" section has checkboxes for "New Voicemail" and "New Urgent Voicemail", both of which are checked. A "Save Changes" button is at the bottom.

Voicemails(0) Call Manager Queue Availability(In) Personal Info Tools Help

Stored Number 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.

Your email address

Characters Remaining: 141  
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
- Keep a copy of my voicemail messages in my voicemail box
- Do not keep a copy of my voicemail messages in voicemail box
- 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

Note that if you will select to Do not keep a copy in voicemail box you won't be able to check your voicemails on the phone/in the voicemail box. Your voicemails will only be delivered to your email address

**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

Voicemails(0) Call Manager Queue Availability(In) **Personal Info** Tools Help

Stored Number Operator Number Change PIN Notification Call History **Group Manager**

Group Name:  Group Manager allows you to create and maintain lists for sending voicemail messages simultaneously to a group of recipients.

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

**Administrators** **Senders** **Recipients**

### Change the Number of Rings 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 the Forward Softkey
2. Using , select No Answer
3. Press the Disable Soft Key
4. You will be returned to the main screen
5. Repeat steps 1-3
6. Use the  to select "Forward After Rings;
7. Use the X button to remove the current value
8. Use the key pad to enter a number of rings
9. Press the Enable soft key
10. Press the OK softkey

## 9 Call Lists and Directories

### Managing Call Lists

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Your phone maintains local lists of missed, received, and placed calls. Each list contains 100 entries.

Press  followed by Call Lists > Missed Calls, Received Calls, or Placed Calls. The following shows a Placed Calls list.





Manage the call list by doing the following:

To edit the phone number, press the Edit soft key.

To return the call, press the Dial soft key.

To view information about the call, press the More soft key followed by the Info soft key.

To store the contact in the Contact Directory, press the More soft key followed by the Save soft key.

To delete the call from the list, press the More soft key followed by the Clear soft key.

Press **Directorjes** to return to the idle display.



**Note**

Press the **Right** arrow key from the idle display to access the Placed Calls list.

Press the **Left** arrow key from the idle display to access the Received Calls list.

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

## Managing Contacts

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You can store 99 contacts in your phone's directory.

You can add, edit, delete, dial, or search for a contact in this directory.

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



## Adding Contacts


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You can add contacts to your contact directory:

- Manually
- From a call list

### Adding Contacts Manually

to add a contact to the local contact directory manually:




1. Press .
2. Select **Contact Directory**.
3. Press the **More** soft key.
4. Press the **Add** soft key.
5. Enter first and/or last name of the contact from the keypad.  
Use the **1/A/a** soft key to select between numeric and upper/lower case alphanumeric modes.

Use the **Encoding** soft key to access special characters in other languages.



6. Enter a contact number.  
This is a required field and it must be unique (not already in the directory).
7. (Optional.) Change the Speed Dial Index.  
It is automatically assigned to the next available index value.  
Valid speed dial index values are from 1 to 9999. If you enter a speed dial index that already, "Speed dial index already exists" appears. If you enter an invalid value, "Speed dial index invalid" appears.




8. (Optional.) Change the Ring Type and Divert Contact.  
These fields may be left blank.
- 9 (Optional.) Change the Auto Reject, Auto Divert,  
Use  and  to switch between Enabled and Disabled settings.
10. Press the **Save** or **Cancel** soft keys to accept or cancel changes.
11. Press  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:

a Press  and then select **Call Lists >Missed Calls**, **Received Calls**, or **Placed Calls** as desired.


b Press   or  to access the desired call list.

2. Use  and  to highlight the contact.

You can also use the \* key to Page Up and the # key to Page Down.

3. Press the **More** soft key, and then the **Save** soft key to save the contact in the phone's directory.






4. Press  to return to the idle display.

	<p><i>You may want to go to the local contact directory to check if the contact was saved correctly, and to add any missing fields</i></p>
<p><b>Note</b></p>	

### Editing Contacts

---

To edit a contact in the local contact directory:

1. Press  .
2. Select **Contact Directory**.
3. Use  and  to highlight the contact.  
You can also use the \* key to page up and the # key to page down.
4. Press the **Edit** soft key

5. Edit the contact information.





6. Press the **Save** or **Cancel** soft keys to accept or cancel changes.
7. Press Directories to return to the idle display.

	<p><i>You can quickly edit a contact associated with a speed dial key by pressing and holding the contact's speed dial key, and then complete steps 5 to 7.</i></p>
<b>Note</b>	

### Deleting Contacts

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To delete a contact from the local contact directory:

1. Press **Directories**.
2. Select **Contact Directory**.
3. Use  and  to highlight the contact.  
You can also use the \* key to page up and the # key to page down.
4. Press the **More** soft key twice, and then press the **Delete** soft key.  
The contact is deleted from the directory.
5. Press Directories to return to the idle display.

### Placing Calls to Contacts

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

1. Press .
2. Select **Contact Directory**.
3. Use  and  to highlight the contact.  
You can also use the \* key to page up and the # key to page down.
4. Press the **Dial** soft key.

### Searching for Contacts

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To search for a contact in the local contact directory:

1. Press Directories.
2. Select **Contact Directory**.
3. Press the **More** soft key, and then the **Search** soft key.
4. Using the dial pad, enter the first few characters of the contact's first or last name.



5. Press the **Search** soft key again.  
You can dial any successful matches from the resulting information on the graphic display.

## 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 cabinet slots 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.

## **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:

Mode of Operation	USOC Jack
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.