

# managedIP HOSTED

## Quick Start User Guide

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### GETTING STARTED

This document is designed to get you acquainted with your new phone and features as quickly as possible.

### VOICE MESSAGING

#### TO RETRIEVE MESSAGES FROM YOUR DESK PHONE:

1. Dial your phone number.
2. Press \* during your greeting.
3. At the prompt, enter your passcode followed by the # key.

**NOTE:** If you have multiple call appearances on your telephone, you may access messages on any of the call appearances. When you initially access Voice Messaging, you will be prompted to change your passcode. See page 4 for passcode rules.

The following menu key actions will assist you in navigating the voice mail features:

Voice Messaging Main Menu	Key
Play Messages	1
Change Busy Greeting	2
Change No Answer Greeting	3
Compose Message	5
Delete All Messages	7
Return To Previous Menu	*
Repeat Menu	#
Play Messages Menu	Key
Save	#
Skip Backward	1
Pause/Resume	2
Skip Forward	3
Jump to Beginning	4
Play Message Envelope	5
Jump to End	6
Delete	7
Additional Options	9
– Reply	1
– Forward	2
– Previous Menu	*
– Repeat Menu	#

✓ **NOTE:** You may generally use the **2** key to interrupt a prompt and continue with function.

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### MANAGEDIP VOICE PORTAL

The managedIP Voice Portal provides you with access to a number of the managedIP services including Call Forwarding and CommPilot Express (Premium only).

#### TO ACCESS THE MANAGEDIP VOICE PORTAL:

1. Via the instructions above, access your Voice Messaging.
2. Once you have logged in, press the \* key.

#### TO ACCESS YOUR VOICE PORTAL REMOTELY:

1. Dial the unique access telephone number assigned to your business (your managedIP Administrator can provide this).
2. Enter your 4-digit extension number.
3. Enter your Voice Portal passcode  
Voice Portal Access Number: \_\_\_\_\_

The following menu key actions will assist you in navigating the managedIP Voice Portal.

Voice Portal Main Menu	Key
Voice Messaging	1
CommPilot Express Profile*	2
Personalize Name	3
Call Forwarding Options	4
Voice Portal Calling*	6
Passcode	8
Exit Voice Portal	9
Repeat Menu	#


\*Optional Features

### WEB PORTAL

The Web Portal login page is located at [www.tdsmanagedip.com](http://www.tdsmanagedip.com). This portal provides access to the features and services available on your managedIP station. With the managedIP Web Portal you can control incoming and outgoing calls, update your CommPilot Express profiles, and further customize your service.

#### TO ACCESS THE WEB PORTAL:

1. Log in at [www.tdsmanagedip.com](http://www.tdsmanagedip.com).
2. Enter your User ID (This is your 10-digit telephone number).
3. Enter your password.

 **NOTE:** When you initially log into your Web portal you will be prompted to change your passcode. See page 4 for passcode rules.

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### COMMPILOT EXPRESS FOR PREMIUM PACKAGE USERS ONLY

CommPilot Express is a Premium feature which allows you to pre-configure four profiles to control your inbound calls. These profiles can be set up via the Web Portal or the toolbar. Your profile may be quickly changed using the web or voice portals, or from the toolbar. Available CommPilot Express profiles include:

**Available—In Office**—activate when you are working from where your phone is located.

**Available—Out of Office**—activate when you are working remotely for an extended period of time.

**Busy**—Activate when you are temporarily unavailable to take calls (e.g., you are in a meeting).

**Unavailable**—Activate when outside of business hours, or when you are on vacation.

**None**—Use when no special treatment of your calls is required.

### REMOTE TELEWORKER FEATURE

When you work from home or in a remote office, the Remote Teleworker solution enables you to enjoy the benefits of TDS® managedIP Hosted.

The phone works as if you were in the office. The next two sections cover important features to remember when working remotely, your e911 service location in case of an emergency, and time zones. Both are simple to do!

Remote Teleworker is easy to use and set up. If your phone is not registering, it may be because your Internet Service Provider is blocking SIP traffic or your router is not configured correctly. You can resolve either by yourself. Here's How:

- **Ensure Port 5060 is Open:** Contact your ISP if it's blocking traffic on Port 5060. In order for Remote Teleworker to function properly, Port 5060 must be open.
- **Disable SIP ALG Configuration:** Check your home router's SIP ALG configuration. If it's enabled (the default setting), it must be disabled for the feature to function properly.

If you're unfamiliar with how to access your router/modem settings, contact your company's IT support staff for assistance.

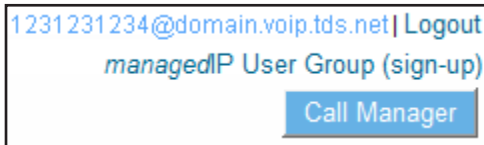
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### IP911 SERVICE LOCATION (IF APPLICABLE)

#### TO UPDATE THE IP911 SERVICE ADDRESS

1. Log in at [www.tdsmanagedip.com](http://www.tdsmanagedip.com).
2. In the upper right corner, Click **e911 update**.



**e911 Update**

3. Update the address in the window to reflect the new physical location of the phone.

4. Click **Update Address**.
5. A screen will appear confirming whether your address update was successful or not. If not, you will need to review the information entered for possible errors in the house number, zip code, or correctly spelled street, and city names.

**NOTE:** To verify the current address location in the e911 system, dial 933 from your Polycom phone at any time.

### TIME ZONES

#### TO UPDATE THE TIME ZONE

1. Go to your user profile.
2. Under the user profile, go to the User Info.

3. Click on the Time Zone dropdown filter.
4. Select the Time Zone where the phone will be physically located.
5. Click Save.
6. The telephone will automatically reset with the updated time zone and will appear on call logs/history.

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### PASSCODE RULES

#### VOICE MESSAGING

- Cannot be a single repeated digit
- Cannot be or contain the User's own extension or phone number
- Cannot be the reverse of the User's extension or phone number
- Cannot be the old passcode
- Cannot be the reverse of the old passcode
- Cannot be sequential digits in either increasing or decreasing order
- Cannot be repeating sequences (e.g., 123123, 242424, 43214321)
- Must be at least 5 digits, no more than 8 digits
- Expires after 365 days
- Disabled after 5 failed login attempts

#### WEB PORTAL

- Cannot contain your login ID
- Cannot be your old passcode
- Must contain at least 1 number, 1 uppercase and 2 lowercase alpha characters
- Cannot be the reverse of an old passcode
- Must be a minimum of 8 characters
- Expires after 180 days
- Disabled after 5 failed login attempts

### ADDITIONAL SUPPORT

- Contact the managedIP Administrator at your company or
- Visit [support.tdsmanagedip.com/hosted](http://support.tdsmanagedip.com/hosted) for additional resources