TDS® managedIP

SIP, PRI & Essentials

Quick Start Guide

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Quick Start Guide

Getting Started

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

Voice Messaging

Access from any phone:

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

NOTE: When you initially access Voice Messaging, you will be prompted to change your passcode. See page 3 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
Callback Sender (if enabled)	8
Additional Options	9
– Reply	1
– Forward	2
– Previous Menu	*
– Repeat Menu	#

NOTE: You may generally use the (ABC 2) key to interrupt a prompt and continue with function.

managedIP Voice Portal

The managedIP Voice Portal provides you with access to a number of the managedIP services.

To access the managedIP Voice Portal:

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

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To access your Voice Portal remotely:

1. Dial the unique access telephone number assigned to your business (your *managed*IP 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 *managed*IP 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. This portal provides access to the features and services available on your *managed*IP station. With the *managed*IP Web Portal you can control incoming and outgoing calls, update your CommPilot Express profiles, and further customize your service.

Access the Web Portal:

1. Log in at 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 3 for passcode rules.

CommPilot Express for Mobility Users Only

CommPilot Express is a Personal Mobility 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 your desk where your phone is located.

Available–Out of Office—activate when you are working away from your desk 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.

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 password
- 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