

TDS® *managedIP*
Quick Start User Guide

1-866-9-TDSBIZ
www.tdsbusiness.com



TDS® managedIP

Quick Start User Guide

Getting Started

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

Voice Messaging

Access from your phone:

1. Dial your extension number and press **Dial** soft key —OR—
2. Press the **Message** key on your Polycom telephone
3. At the prompt, enter your passcode followed by the **#** key

If you have multiple call appearances on your telephone, you may access messages on any of the call appearances:

1. Press the **Messages** key on your Polycom telephone.
2. Scroll to the desired line appearance and press **Select**.
3. Press **Connect** to access your messages.

Access from any other 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 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
Callback Sender (if enabled)	8
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. 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.

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 will be prompted to change your passcode. See page 4 for passcode rules.

Assistant Toolbar

The integrated toolbar enables users to make and accept telephone calls and change telephone settings. Once the toolbar is installed on your desktop, it will appear when opening either Microsoft® Outlook, Microsoft® Internet Explorer, or Mozilla Firefox.

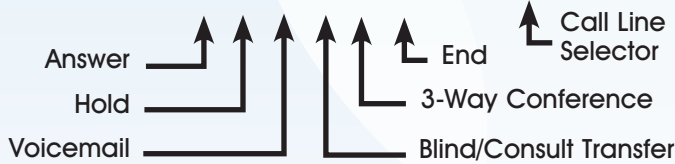
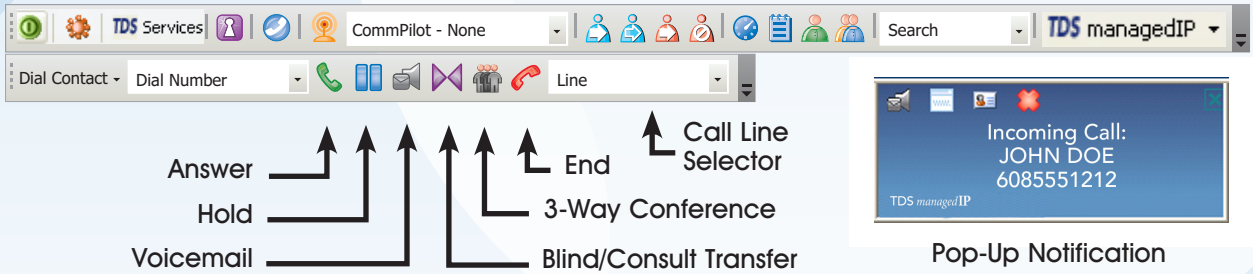
Note: you may hide the toolbar by right clicking in the toolbar area and deselecting the "Telephony Toolbar Call Control" and/or the "Telephony Toolbar Services" options.

Installing the toolbar:

1. Log in at support.tdsmanagedip.com
2. Install the software (you will be required to close Microsoft Outlook, Microsoft Internet Explorer, or Mozilla Firefox).
3. Enter your password by pressing the "options" icon on your toolbar, then select "Account".

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Answer	Answer calls
Hold	Place a call on hold
Voice Mail	Send an incoming call to voicemail. Also dial voicemail by clicking this button. When the call line is blank no active calls are present.
Blind/Consult Transfer	Blind or consultation transfer of calls
3-Way Conference	Initiate or end a 3-way conference
End	End a Call
Call Line Selector	Selects call line via drop list
Pop-Up Notification	Transfer to Voice Mail, End or answer a call

1. **Microsoft® Outlook:** After positioning on or opening a Contact, your "Dial Contact" button is active. By using the drop-down box, you may scroll to any number in your Microsoft® Outlook Contact and click to dial.
2. **Microsoft® Internet Explorer or Mozilla Firefox:** Highlight any telephone number displayed on a web page, right click with your mouse, and select "Dial".

CommPilot Express for Premium Package Users Only

CommPilot Express is a Premium Office 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.

Using "Click-to-Dial"

The toolbar enables you to conveniently "Click-to-Dial" any phone number in your Microsoft® Outlook Contacts database or that is displayed on a web page.

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