



# TDS<sup>®</sup> *managedIP*

*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

#### 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
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.



### 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.

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

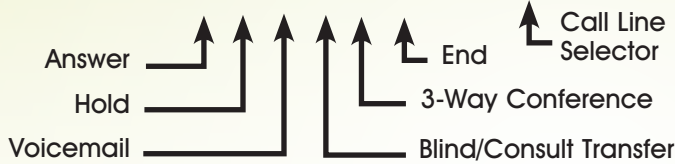
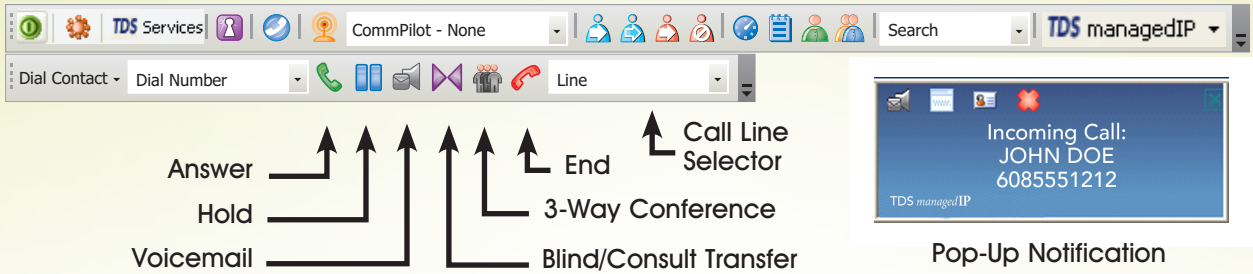
### Assistant Toolbar

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](http://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".



Pop-Up Notification

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 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”

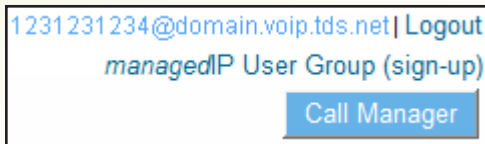
The toolbar enables you to conveniently “Click-to-Dial” any phone number in your Microsoft® Outlook Contacts database or that is displayed on a web page.



### 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.

 A screenshot of the IP911 Service Address update form. At the top left is the TDS managedIP logo. Below it, a message states: 'The following address is your current address last updated on Jan 20, 2014 at 04:02PM: Please review the following address information and change it if it is not correct.' The form contains several fields: 'Your name\*', 'Address line 1\*', 'Address line 2', 'City\*', 'State\*', and 'Zip code\*'. A yellow highlight covers these fields, with a red arrow pointing to it from the right. Below the form, it says 'Your address is currently located as: 1234 JACKSON PLACE, SANFORD, Alabama (AL), 12345-1234'. At the bottom are 'Update Address' and 'Cancel Update' buttons. A note at the very bottom reads: 'Address updates may take a few moments. Please only click the Update button once.'

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.

 A screenshot of the user profile page. At the top is a 'Profile' header with a 'Save' button. Below is a 'User Info' section with a 'Change Password and/or Passcode' link. The profile details include: Enterprise ID: Telephone Data Systems; Group ID: C-MDSNWI-01; User ID: 6086645220@mdsnwi.ent.voip.tds.net; \*Last Name: Fumusa; \*First Name: Vincent; \*Calling Line ID Last Name: Fumusa; \*Calling Line ID First Name: Vincent; Department: MSCO (C-MDSNWI-01) \ MSCO Group President; Time Zone: (GMT-06:00) (US) Central Time. A red arrow points to the Time Zone dropdown menu.

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.



## **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