USER GUIDE

Hosted Services Administrator User Guide

Table of Contents

3 Hosted Services Administrator User Guide

4 Mitel Phones—Installing Your Phone Without Power Over Ethernet -or- Installing Your Phone With Power Over Ethernet

6 Polycom Phones—Installing Your Phone Without Power Over Ethernet -or- Installing Your Phone With Power Over Ethernet

7 Using the System from the Hosted Svcs Portal

8 Administering the System

21 Using the System

30 Powerful Phones and Accessories

33 Streamline and Improve Tasks with These Powerful Integrations

34 Getting Help

36 Troubleshooting Your System

38 Safety and Regulation Information

39 Copyright, Safety Notices

Hosted Services Administrators User Guide

Putting all your **Hosted Services** features to use to be more efficient.

Contact support

Your Info here

Installing Your Phone Without Power Over Ethernet – or –

1A: Connect Your Phone to the Local Area Network

Connect one of the provided Ethernet cables into your existing local area network (LAN) and into the LAN port on the power adapter. Next, connect another Ethernet cable into the phone port on your power adapter and into the LAN port on the back of your Hosted Services phone.

Proceed to STEP 2.

Installing Your Phone With Power Over Ethernet

1B: Connect Your Phone to the Local Area Network

If your network is Power over Ethernet enabled, you do not need the power adapter and should simply connect an Ethernet cable into your existing local area network and into the LAN port on the back of your Hosted Services phone.

2: Connect Your Phone Handset

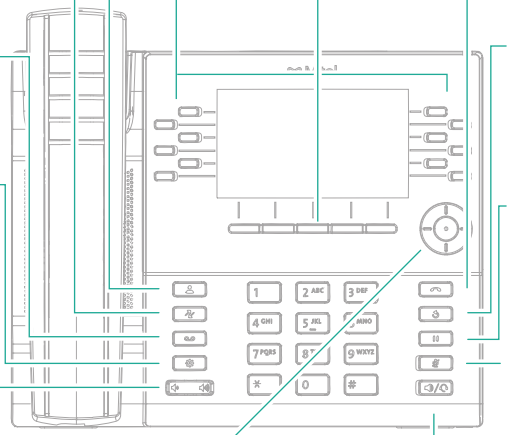
Connect your phone handset into the port next to the handset icon on the back of your Hosted Services phone. You may also connect a headset into the port next to the headset icon on the back of your Hosted Services phone.

3: Connect Your PC to Your Phone (Optional)

Hosted Services can utilize an integrated Ethernet switch that allows you to connect to your computer without requiring an Ethernet Port.

To do this, connect one of the provided Ethernet cables to your computer and into the PC port on the back of your Hosted Services phone.

Getting Started



Contacts
Displays a list of your contacts.

Call History
Displays a list of missed, outgoing and received calls.

Voicemail
Provides access to your voicemail service.

Settings
Provides services and options that allow you to customize your phone.

Volume
Adjusts the volume for the ringer, handset, speaker and headset.

Programmable Keys
Up to 72 programmable keys, a maximum of 12 programmable keys per page.

Softkeys
Five state-sensitive softkeys.

Goodbye
Ends active calls and used for exiting menus.

Redial
Displays Call History with a list of outgoing calls.

Hold
Places an active call on hold or resumes a call from hold.

Mute
Mutes/unmutes all outgoing audio from headset, handset or speaker.

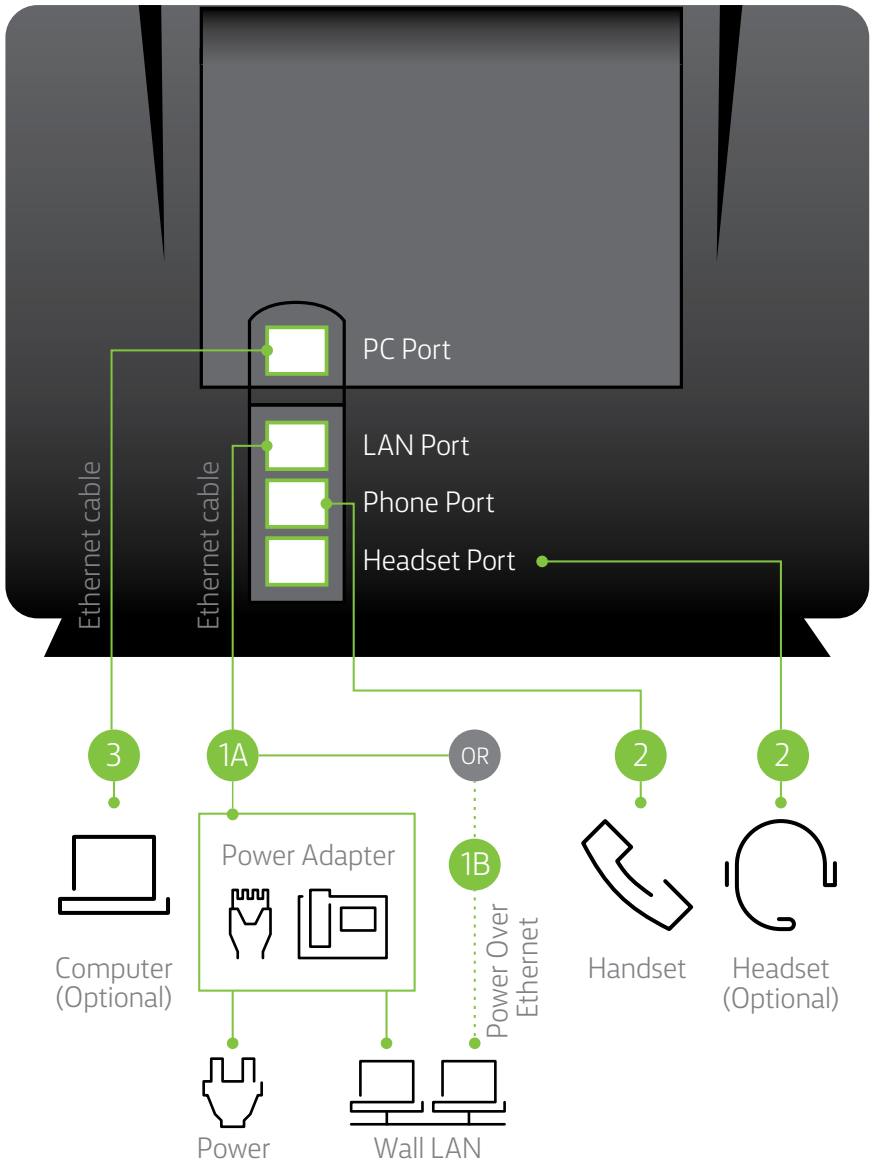
Navigation/Select
Multi-directional navigation keys are used to navigate through the phone menu. Press the center button to select menu options and perform various actions.

On the Home screen, the left and right navigation keys can be used to access the additional pages of programmable keys.

Speaker/Headset
Toggles the phone's audio between speaker and headset. If you are using a DHSG/EHS headset, ensure that the headset jack adapter is removed from the headset port. See the Mitel MiVoice 6930 IP Phone Installation Guide for more details.

Warning! The headset port is for headset use only. Plugging any other devices into this port may cause damage to the phone and will void your warranty.

5300 Series–Ethernet Ports

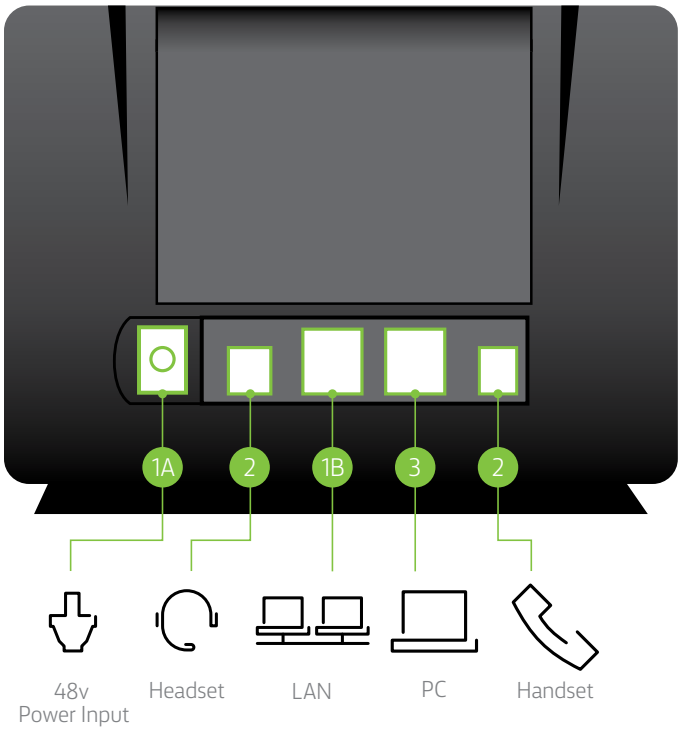


Installing Your Phone Without Power Over Ethernet – or –

1A: Connect Power to Your Phone

If your network is not Power over Ethernet enabled, use the optional power adapter. Connect it to the 48V power port on the back of the phone and plug the other end in to a 120V AC outlet.

Proceed to STEP 1B.



Installing Your Phone With Power Over Ethernet

1B: Connect Your Phone to the Local Area Network

If your network is Power over Ethernet enabled, you do not need the power adapter and should simply connect an Ethernet cable into your existing local area network and into the LAN port on the back of your Hosted Services phone.

2: Connect Your Phone Handset

Connect your phone handset into the port next to the handset icon on the back of your Hosted Services phone. You may also connect a headset into the port next to the headset icon on the back of your Hosted Services phone.

3: Connect Your PC to Your Phone (Optional)

Hosted Services can utilize an integrated Ethernet switch that allows you to connect to your computer without requiring an Ethernet Port.

To do this, connect one of the provided Ethernet cables to your computer and into the PC port on the back of your Hosted Services phone.

Using the System from the **Hosted Services** Portal

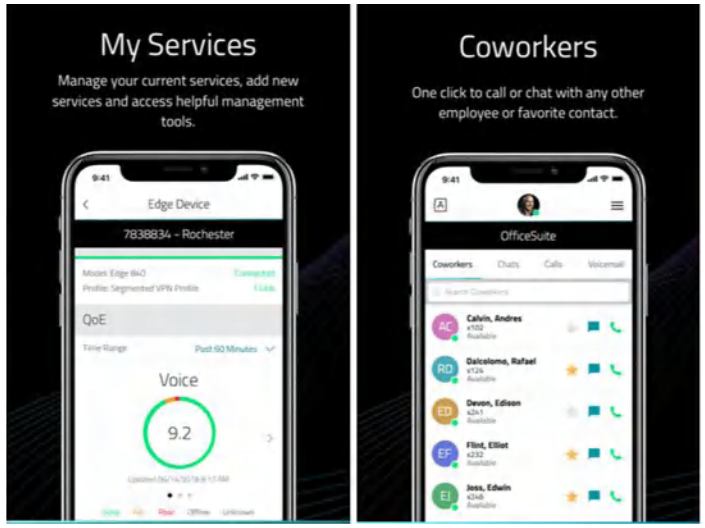
The **Hosted Services Portal** is a revolutionary customer portal that enables you to manage all the preferences and features of your Hosted Services system, including: fax, HD Meeting and your toll-free service. You will be set up by our team as a Hosted Services user for the customer portal, as well as enabled with an extension for phone system access.

Once established, you will receive a welcome email instructing you to activate your account and set your password and profile.

Once logged in, you are presented with the **Hosted Services Dashboard** from which you manage the entire system and all of your services. Across the top of the Dashboard is a series of tabs with different functions and in the center of the Dashboard are widgets from which you can make changes to the system and services. Each widget has a video icon and information icon describing its function to help illustrate how to use the widget.

Hosted Services App

Take Hosted Services with you wherever you go. Search for "Hosted Services" and download the Hosted Services app to your mobile device.



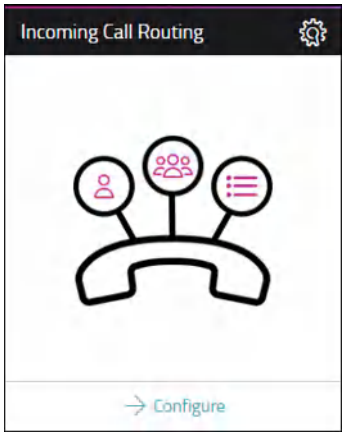
Administering the System

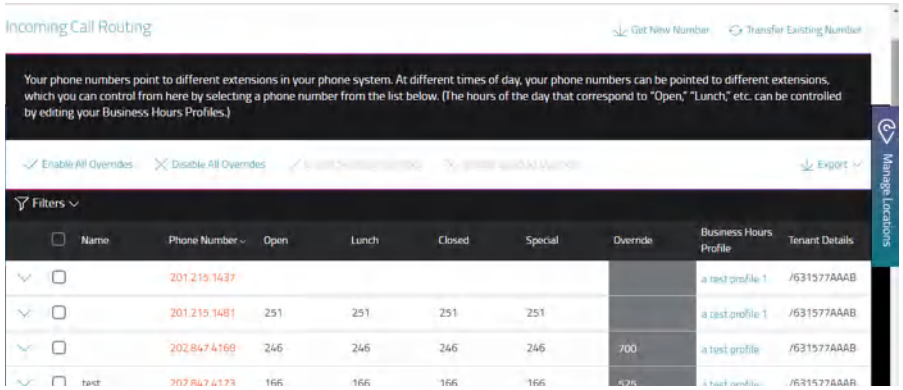
As the Administrator, you have the ability to manage and access all aspects of your Hosted Services system. This section covers the functions and features you have the ability to manage and control for your company, from anywhere .

Setting Up How Calls Come Into Your Business

All incoming phone calls are sent to a specific phone number in the system. Calls can be sent to individual phones, to an auto attendant, or to a call group. The first step is to make sure that your phones and phone numbers are set up the way you wish. To set up or change the incoming call routing for any phone number, click the **Configure** button on the **Incoming Call Routing** widget. On the left, you will see a list of all the phone numbers on your system. To add or update the call routing, simply click on the **Edit** button, to the right of the phone number listed. Next, assign that phone number a name, like main phone number or sales department and select the appropriate business hours profile. These profiles can be set or updated in the **Business Hours** widget (See pg.10 for Business Hours). Now, simply move through the page to determine where you'd like the calls to go when that particular phone number is called throughout the day. You can have different call routes for when you are open for business, closed for the day or during lunch breaks or other special hours.

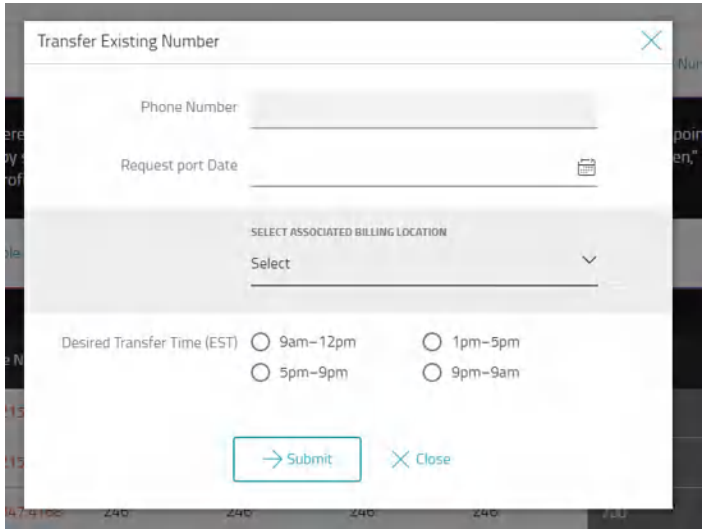
* Emergency override allows you to re-route your calls to a pre-determined business location, for example: mobile phones, other branch locations or a designated emergency override number to ensure that you do not experience any down time in the event of an emergency like a flood, storm or fire. Please make sure to complete the Emergency Override Routing for each phone number listed. Doing so will give you the ability to reroute calls with the single click of a button when it matters most.





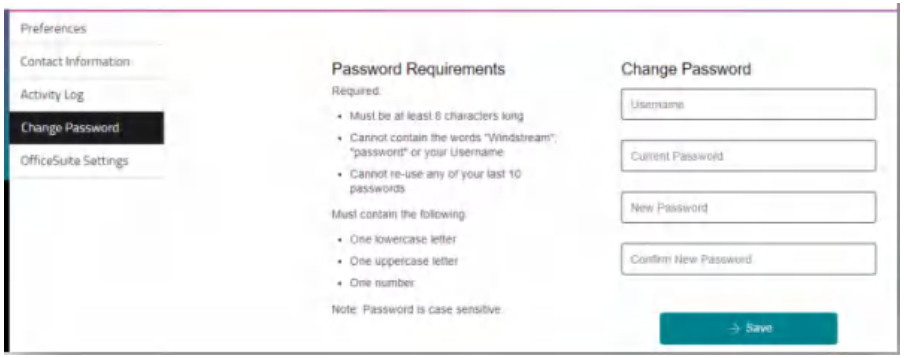
Your Phone Numbers

In order to move a phone number over to Hosted Services, from your prior carrier, click **Transfer Existing Number**, at the top of **Incoming Call Routing** screen. The process of moving phone numbers from your previous telecommunication provider to us is called porting and can take up to two weeks to complete. You can add additional phone numbers on this page by clicking on Get New Number.



Setting Up Users in the Portal

Dashboard profiles allow you as an admin to set up what employees see and have access to on their own Dashboards. There are two standard profiles that come with your Hosted Services account, a Global Administrator profile and a Standard User profile. You also have the ability to customize your own user profiles as well, as you may have users who you want to have access to certain settings and permissions based off of their role and level of authority. To create new user profiles, log in as the **Global Admin**, go to the **User Manager** menu. and click **Create New User Profile**. Here, you can name the profile, for example, customer service or sales and then select the widget options that you would like them to have access to, be sure to click **Save**. Only the items selected will appear on their own Dashboard. After creating the new profile, you can assign it to select users via the drop-down list next to the user's name.

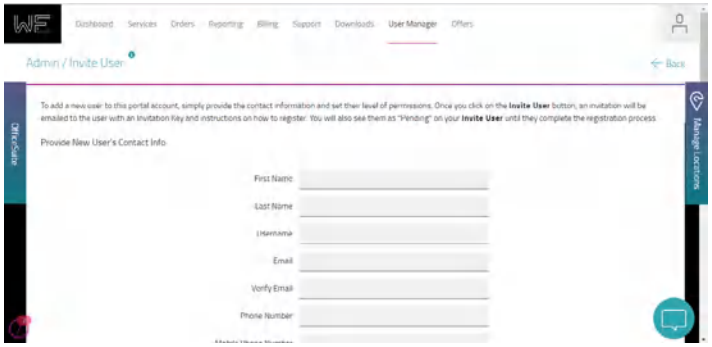


Resetting Extension Pins and Portal Passwords

To reset a PIN or Password, simply click on the picture icon in the top right of your dashboard and select the **My Profile** option. Here you can reset your portal password and phone pin.

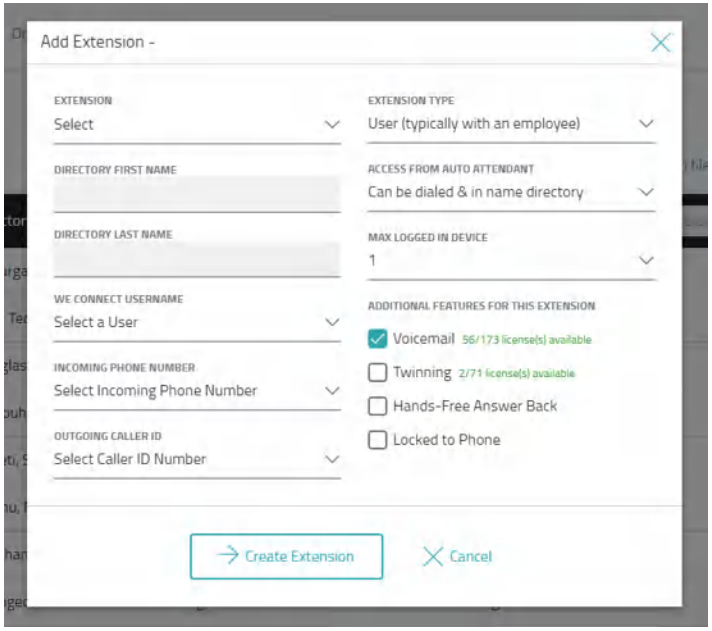
Adding a New User

To get started, you first need to create a new user through the Hosted Services Portal. To do this, log in as the **Global Admin**, go to the **User Manager** menu. Then, click on **Invite User** and enter their information.



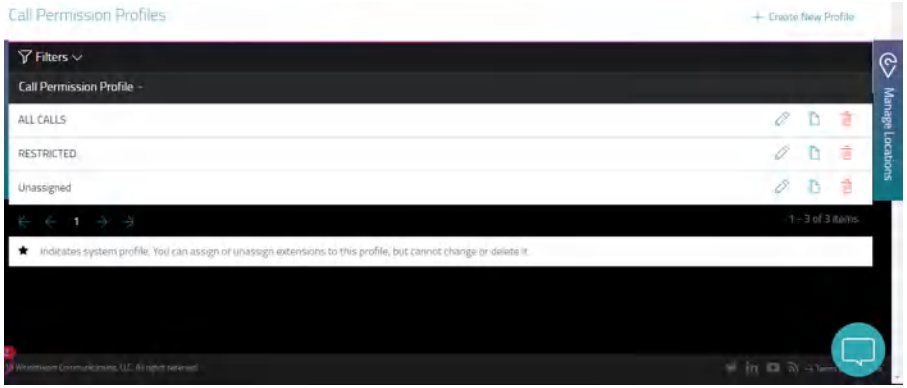
Creating a New Extension

Once you have created a new user for the Hosted Services Portal, you will then need to create a new extension. To do so, go to the **Extension Manager** section, which is located in the Hosted Services pop-out, on the left hand side of the screen. Once located in E**xtension Manager**, click **Create**. Enter the new employee's information and assign them to the appropriate extension and phone number from the drop-down menu and click **Create Extension**.



Creating New Calling Permission Profiles

You can create custom calling permission profiles for your team, just click on the **Hosted Services** pop-out tab, which is located to the left of the screen and choose **Call Permission Profiles**. Here you can select the types of calls you would like this employee or group to be able to make. To add them into this profile, click on the employees name below. Once complete, be sure to click **Save**.



Setting Call Permissions for Multiple Users

To easily set permissions for more than one of your users at one time, go to the **Extension Manager** section, located in the **Hosted Services** pop-out tab, on the left side of the screen. Here a list of all of your users will appear. In the upper right hand corner of **Extension Manager**, you will see an option for **Extended View**. When you're looking at the **Extended View**, you will see **Call Permissions**. Click on the field and a drop-down of options will appear. Select the permission setting you'd like for each user, then click **Save**.

Creating Groups of Extensions or Call Groups

Setting up a Call Group is easy with Hosted Services. Simply click the **Manage** button on the **Call Groups** widget. Next, from the **Add** drop-down menu, select the type of call group you would like to create.

Hosted Services allows you to create several different types of Call Groups:

Broadcast groups – Calls are routed to all members of this group simultaneously; all phones can ring or only those that are not in use.

Call Pickup groups – Calls to any member of the group can be picked up by any other member of the group.

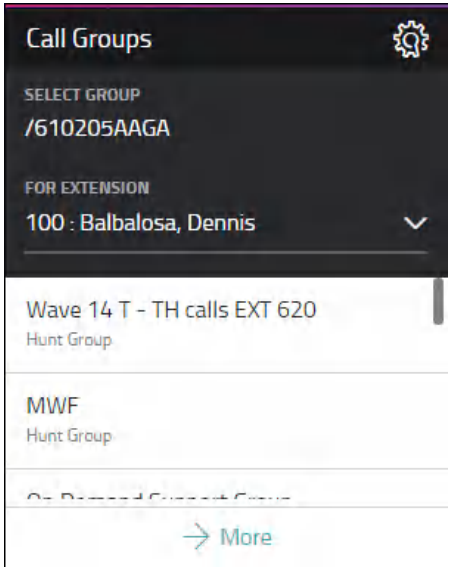
Hunt groups – Calls to a linear hunt group are routed to each group member in turn, and always start with the first member listed; calls to a circular hunt group are routed in the same way, but the starting member role rotates among members.

Monitor groups – Members (secondary) can monitor the status of the phone and answer calls of another member (primary).

Rollover groups – A call rings the phones of a rollover group one at a time until the call is answered or sent to call coverage.

Enter a name for the group and choose an extension from the drop-down. Complete any other selections like **Call Behavior** in the general information settings to define how you would like calls routed. Finally, add members to the group by clicking on their name, which adds them into the selected column. Then, scroll down and choose how you would like to forward calls that are unanswered by this group. Unanswered group calls can continue to ring or be sent to a voicemail box, to an auto attendant, another employee, or to any other phone number, anywhere. When you complete the details, click **Save**.

*Remember to update your company incoming call routing or employee call forwarding selections to take advantage of the new Call Group.



Creating Page Groups

Page Groups allows the creation of groups of users for paging purposes. This will allow you to page a specific group of coworkers who are at the same location.

First, you need to define the membership of the group via **Call Groups** located in the **Hosted Services** pop-out tab, on the left side of the screen. Choose **Add Page Group** from the **Add** drop-down list. Type in a name for the page group and choose an extension. Next, choose member's name from the available box you wish to add to the page group. This will move the member's name to the selected box. Then, click **Save**. Once defined, you can instruct your users to program a **Page Group Key** on his or her phone to page only members of this group. To do this, have them click on **Configure** in the **My Phones** widget. Then, select any key labeled **Unassigned** and use the **Feature** drop-down menu to select **Page**. In the **Details** section, they will use the drop-down menu to select the **Page Group** that you created for them and they will label it accordingly.

Making Changes to Settings for Multiple Users

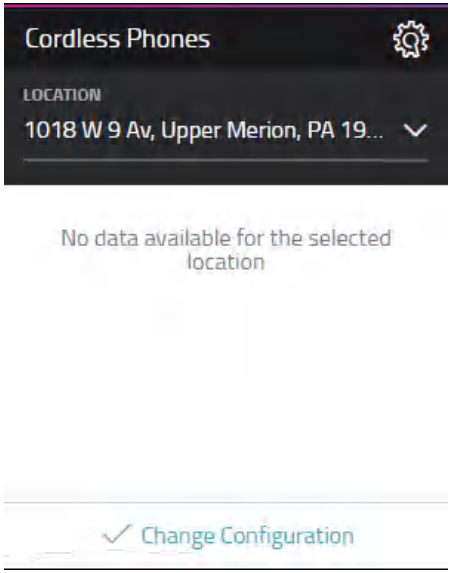
The **Hosted Services Portal** allows you to make changes like call permissions, outgoing caller ID, and enabling features like call twinning and more, for multiple users at one time. To quickly change the settings on more than one extension, go to **Extension Manager** located in the **Hosted Services** pop-out, on the left side of the screen. Once in **Extension Manager**, choose **Extended View**, in the top right. From here, the settings can be changed instantly for an the appropriate employees. You can even add additional extensions. Also, you can edit the names assigned to extensions by selecting the **First** or **Last Name** of your coworker.

Assigning Extensions to Users

Hosted Services is so flexible that any extension can be assigned to any users. To assign or change phones and extensions, go to the **Hosted Services Portal**, click on the **Hosted Services** pop-out tab, on the left side of the screen. From there, choose **Extension Manager**. Here, you will see a list of each of the extensions on your system. You can customize the options for your employees, for example, their call permissions, music on hold, twinning and more.

Managing Your Cordless Phones

If you've purchased cordless handsets or cordless desk phones, you can easily manage them right through the **Cordless Phones** Widget. Here you will see a dropdown with your business location(s), if you have more than one location, select the location that you would like to view from the menu drop-down and click on **Change Configuration**. You can then assign or change phones by entering each handset IPEI and choosing from the dropdown, which extension is being assigned to that device.



Setting Up Your Business Hours for Your Locations

The Hosted Services system lets you pre-set your business hours so you can send callers to different extensions, groups, or auto attendants during open, closed, lunch and special times. This is very useful for departments that work varied hours like sales, customer service, and warehouses as opposed to corporate employees who work traditional business hours.

Click on the Hosted Services pop-out then **Business Hours**. Click **Add Business Hours Profile** to get started. Give the new profile a name then define your business hours. Select which days and hours are operating hours, open for business, as well as any predefined lunch or special hours of operation. Special hours can be used for anything you would like. If this is your main location or the standard hours for most locations, check the **Default Business Hours** box. To associate incoming phone numbers or locations to this new profile, simply click and choose any available phone numbers or locations to be added into the profile. Be sure to click **Save** when complete. Your changes will take effect immediately.

Managing Your Caller ID

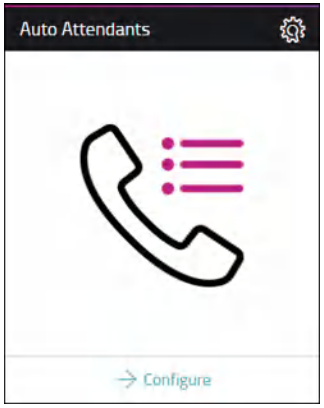
The number displayed to the parties you call can be set up from the **My Outgoing Caller ID** widget. Select the extension from the drop-down list and then select the **Outgoing Caller ID** you would like to use from the drop-down list. The **Caller ID** can be any phone number on your system. This is particularly helpful when you would like to present one number from all phones.

Placing Anonymous Calls

To place anonymous outbound calls, locate the **My Outgoing Caller ID** widget on the **Hosted Services** Dashboard, then select Private from the **Outgoing Caller ID** drop-down list for each extension you would like to designate as anonymous. All calls made from that extension will not send a calling number to other parties.

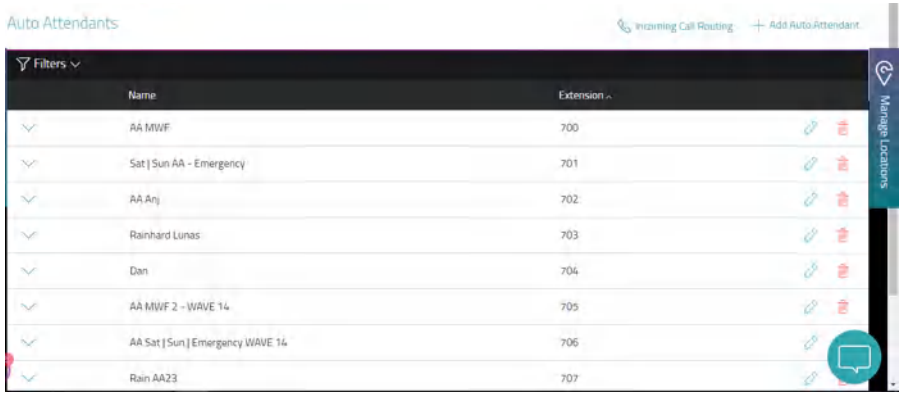
Creating an Auto Attendant to Answer Calls

An auto attendant can answer calls coming into any of your phone numbers, including your toll-free numbers. Many organizations use auto attendants to automate call routing, presenting options such as: Press 1 for Sales, Press 2 for Service, Press 3 to hear a company directory by last name and Press 4 to repeat this menu. Each prompt can be assigned to an extension, call group, or another auto attendant.



Click the **Configure** button on the **Auto Attendants** widget to begin. Then, click **Add Auto Attendant**, select an extension and click **Add**.

A **Default Auto Attendant** at the new extension is then created in your list of auto attendants. Click **Edit** and rename it and then complete each of the tabs to define the menu keys and record your greeting.



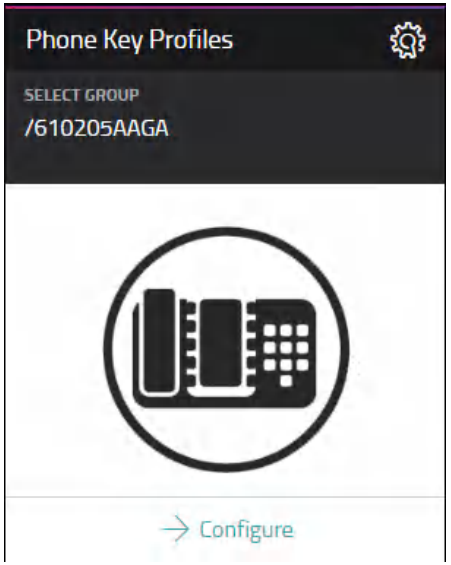
Recording Your Auto Attendant Greeting

To manage and record your **Auto Attendants**, click on the **Configure** button on the **Auto Attendants** widget. Then, click **Edit** or the arrow to the left of the attendant you wish to modify and click on the **Set Receptionist Greeting** tab. There, you will see the options to create your greetings. With Hosted Services, there are three ways you can record your auto attendant greeting.

1. You can record your own greeting for the auto attendant by uploading a .wav or .mp3 file. To record a .wav file on most Windows PCs that have a microphone, open the **Sound Recorder Program** and click **Start Recording**. For Apple Macintosh, you can use Audacity or a similar program that can record .wav and .mp3 files. Both the Apple and Google app stores also have several apps that can record .wav or .mp3 files. Record and send yourself an email with the file, then save the file to your desktop. If you already have a professional recorded audio file, you can simply upload it. To upload any file, select the **Upload Audio File (.wav or mp3)** option. Click **Choose a file**, then select your file and press **Open**. Once the file is uploaded, press **Save**.
2. To record your greeting right through your phone, just select the **Call Me to Record Audio** option and find your extension in the drop-down menu and click on **Call**, your phone will start ringing. You will then be prompted to speak the greeting right into your phone.
3. You can even use the Hosted Services Text-To-Speech option to automatically record your greeting. Type your script in the Message Box (it may be helpful to spell words phonetically to ensure they are pronounced accurately) then click **Save**. After the recording is complete, an option will be presented so you can listen to your recording. If you are satisfied, click the **Save** button. If you want to change the recording, modify your written text in the Message Box and repeat the steps above.

Once a new auto attendant has been created, you will configure each key (Press 1, Press 2, Press 3) with a result and if needed, an extension where calls will be sent. For example, callers that press 1 or 2 will be directed to user extensions, those who press 3 will go to the **Last Name Directory** and 4 will repeat the options.

Click the **Save** button when you are satisfied with the menu setup. The next step is to record what the callers hear when calling the auto attendant.



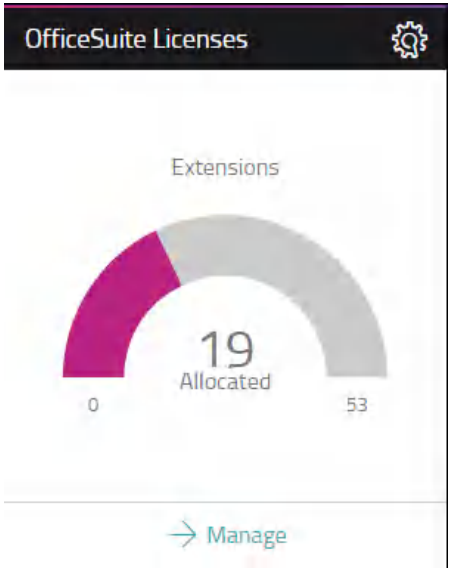
Phone Key Profiles

Phone Key Profiles allow you to assign pre-determined speed dials to a group of users' phones. This is helpful for groups of employees who frequently call the same phone numbers.

To do this, click on **Configure** on the **Phone Key Profiles** widget and click the **Phone Key Profile** name you want to assign users to or modify the name if necessary. Then, click the memory key you want to edit, label it accordingly and then click **Save**.

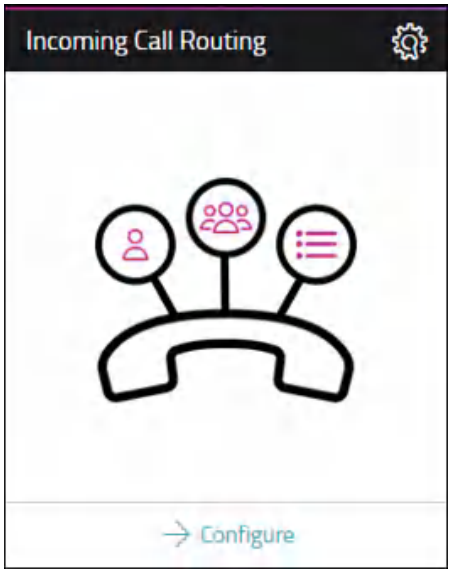
Viewing Your Active Licenses and Services

At anytime, you can view all of the active licenses for your company by clicking on **Manage** from the **Voice Licenses** widget on the Dashboard. Here, you can view how many you have of each feature and manage them.



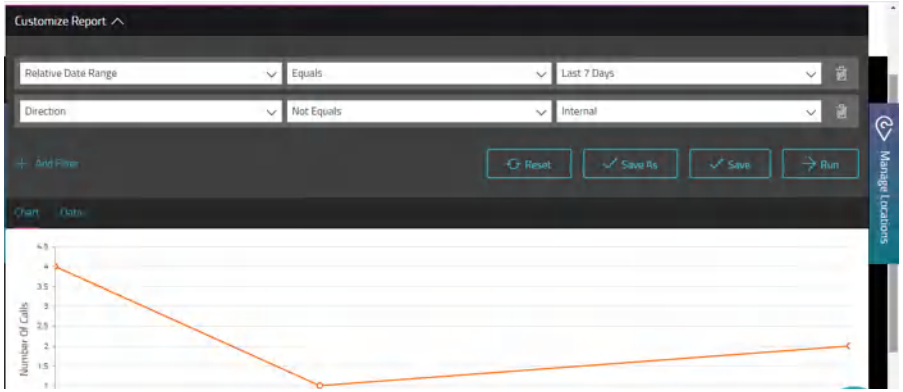
Routing Calls in an Emergency

When a disaster strikes you need to move quickly. To re-route all of your calls during an emergency like a snow storm, power outage or connectivity loss, simply click the **Configure** button on the **Incoming Call Routing** widget. Now press the **Enable All Overrides** button. This will send incoming calls to the Override number previously set up. The best practice is to make the Override numbers extensions in another branch or location, or employees cell phones. Even if calls can't connect to the individual extension in an emergency, know that calls will still be answered by voicemail or be forwarded to other phones if the user programmed their call coverage to those destinations.



Viewing Company Call History

As the administrator, you have the ability to view all the incoming and outgoing calls for your business as well as your personal call history for up to ninety days. Click on **Call History** located in the **Hosted Services** pop-out, on the left side of the screen. Here a complete list of all the calls made and received, the times, dates and employees are displayed for your reference. You can also export the data list of calls into Excel.



Built-in Business Intelligence through Call History Reporting

Beyond just viewing the incoming and outgoing calls for your business as a whole, **Hosted Services** offers built-in business intelligence reporting so you can drill down to a granular level.

To access this, click on **Call History** in the **Hosted Services** pop-out tab, located on the left side of the screen. Here you can select from our built-in reports under the Select Report drop-down or customize your own. The various filters provided allow you to build reports based on dates, extensions, departments, call type and more. You can choose to view the information as a chart or data list and can even export it to excel for future use.

When building a new report that you want to use in the future, be sure to click **Save As** and name the report. Once saved, it can then be found in the **Select Report** drop-down for future use.

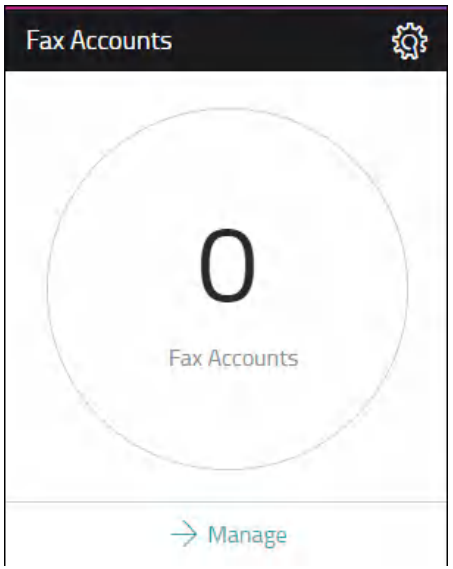
Managing Your Online Fax

If you have purchased our Hosted Services Fax service, you can manage it through the Hosted Services Portal. On the **My Online Fax** widget, you will see your inbound fax numbers and there you are able to select from the drop-down menu which number you would like to set as your fax number.

Online Fax Licenses

If you've purchased Hosted Services Fax, you can quickly and easily manage your faxing licenses.

Click on **Manage** on the **Fax Accounts** widget. Here, you will see a list of your active fax numbers and can make changes to who they are assigned to or purchase additional fax numbers.



Managing HD Meeting

If you have purchased HD Meeting, our video conferencing service, you can manage your account through the Hosted Services Portal. The number of active licenses your company has purchased is conveniently displayed on the **HD Meeting Licenses** widget. To manage your accounts, click on **Manage** and a list of your active accounts and which users they are assigned to will be displayed for your reference.

For more information on how to get started and how **HD Meeting** works, click **Downloads** to find the **HD Meeting** software and **Quick Start Guide**.

Managing Your Toll-free Number and Service

If you have purchased a toll-free number for your business, you can manage it through the **Hosted Services Portal**. Here you can manage your numbers and re-point numbers at anytime.

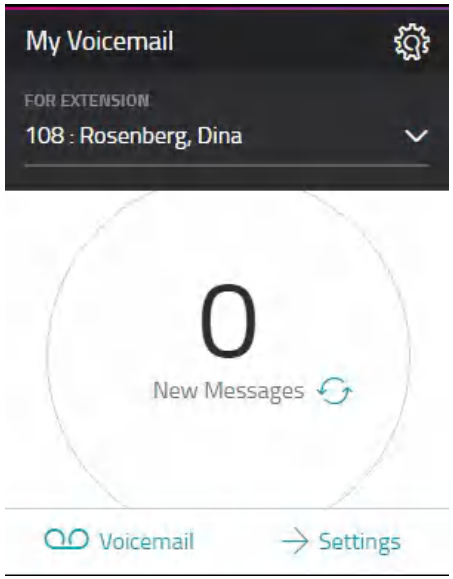
You can change which phone number you'd like to have answer the toll-free calls. This is referred to as pointing. To do this, click on **Repoint** on the **Toll-Free Service** widget and enter the number you'd like to receive the calls, then press **Save**.

Using the System

Listening to Voicemail

To listen to your messages online, simply click **Voicemail** from the **My Voicemail** widget.

Now, choose any message you would like to listen to and use the built-in controls to pause or stop the message. From here, you can download messages or delete them, flag messages for future use, or forward them instantly right from the portal. You can even find important messages by filtering for specific voicemails with just a few key strokes, just enter the date, name or phone number and press enter.



Setting Up How You Receive Voicemail Messages

Click on **Settings** on the **My Voicemail** widget and select how you would like to receive your voicemail messages in the notification section.

Getting Voicemail Messages Via Email

Hosted Services can send your voicemail message to any email address.

To enable this, click on **Settings** option on the **My Voicemail** widget and check **Enable Voicemail Notifications**. Here, you can select to receive just an audio file of the message or the audio file with a transcript of the message. Then, enter the email address you would like to receive messages at and click **Add** and **Save**.

Turning On Voicemail Transcription

Receive your voicemail messages via email along with a transcription of the audio. Check the box for **Enable Voicemail Notification** and then select **Audio File w/Transcript** from the drop-down list. Monthly charges do apply, see the portal for details.

Turning Voicemailtranscription Off

If you wish to turn off Voicemail Transcription, go to the **My Voicemail** widget on the Dashboard and select **Settings**.

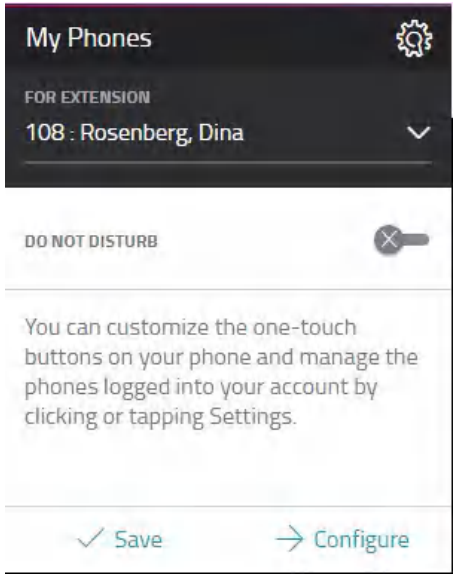
To turn off the email notifications, uncheck the E**nable Voicemail Notifications** at the top of the screen.

Then, click **Save** at the bottom of the screen to save your changes.

Setting Up Speed Dials and Memory Keys

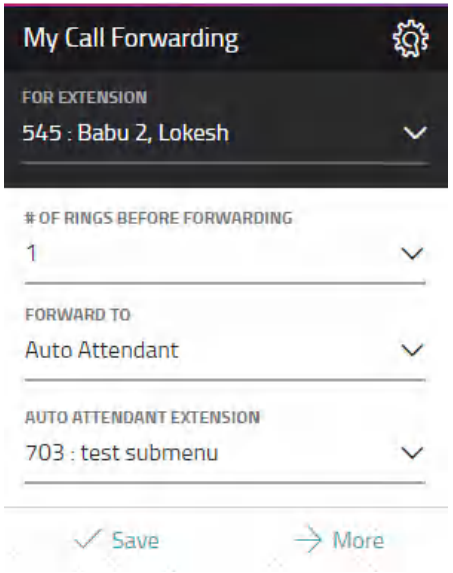
Your Hosted Services phone has memory keys that you can easily set up as one-touch speed dials or to access the powerful features of the system. Setting up your memory keys is easy. Click **Configure** from the **My Phones** widget. Scroll down and you click any memory key that is not gray. From here, choose the feature you would like to assign to the memory key. You will notice that when you make a selection there is a description of what the feature does.

Enter a label for your new memory key and the details. For speed dials, remember to type a 9 + 1 followed by the 10-digit phone number. Some features you can choose to turn a feature on or off by selecting active or inactive from the state drop-down, be sure to click **Save** and the feature will be instantly saved to your phone and is ready to be put into action.



Forwarding Your Business Calls to an Outside Phone

Hosted Services allows you to forward any of your calls to any outside number so you can work from anywhere. To program this, simply go to the **My Call Forwarding** widget on the Hosted Services Dashboard and click **More.** Look for **Call Forwarding (Immediate)** and choose **Another Phone**. From there, select **Phone Number** and enter the 10 digit number that you wish to forward your calls. Click **Save Call Forwarding (Immediate)** to **Activate**. To **Inactivate** the feature, choose None and click Save Call Forwarding (Immediate).



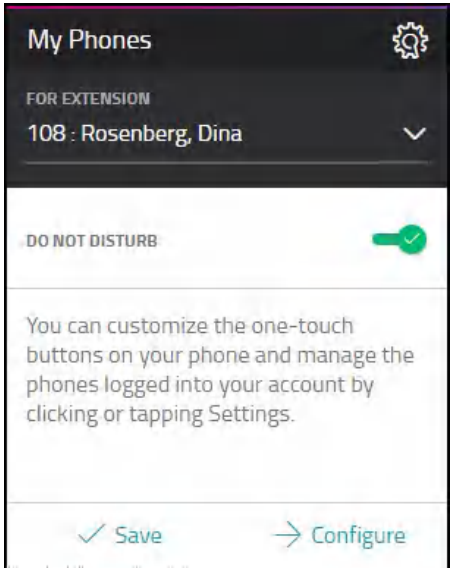
Setting Up Call Forwarding for Unanswered Calls

Unanswered calls can be forwarded to voicemail, an auto attendant, another employee on the system, or any another phone, anywhere. Use the **My Call Forwarding** widget on the **Hosted Services Dashboard** to set up call forwarding. Select the extension you wish to forward from the drop-down list, then select the number of rings (from 1 to 20) and choose one of the forward options from the drop-down.

If you select **Another Phone Number**, enter an external number starting with the area code. Press **Save** when done to save your call forwarding configuration.

Using the Do Not Disturb Feature

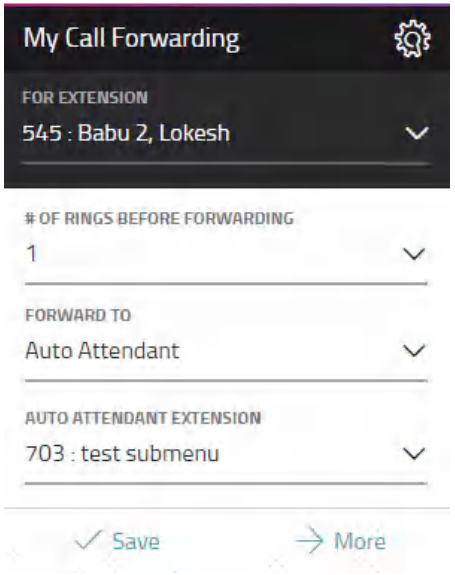
Do not disturb is a great feature to use when you do not want to be interrupted. All calls will be sent to your voicemail or other coverage and all intercom requests and pages w ill also be muted. To turn on Do Not Disturb, click the **Check** on the **My Phones** Widget.



Forwarding Calls to Coverage and Your Voicemail

You can preprogram your calls to go straight to your voicemail easily through the Hosted Services Portal.

Just click on the **My Call Forwarding** widget and select V**oicemail**, then press **Save**. When you receive an unwanted call, press the key you programmed as **FWD to Voicemail** to forward the caller directly into your voicemail box.

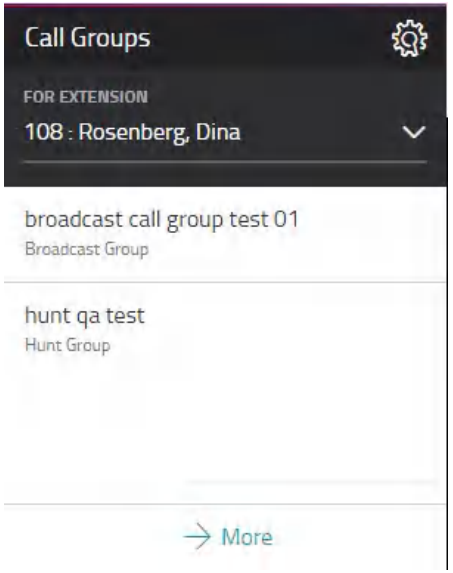


Intercom Your Coworkers

You can contact your coworkers quickly by programming an Intercom button. Go to the **My Phones** widget in the Hosted Services Portal and select **Configure**. Here you can program any empty "Unassigned Key"to be your Intercom button, just select the **Intercom to Prompt/Extension** option from the drop-down menu. You will then see that Intercom has been saved as one of your new speed dial buttons. To intercom a coworker, hit your Intercom button and then the person's extension to intercom them.

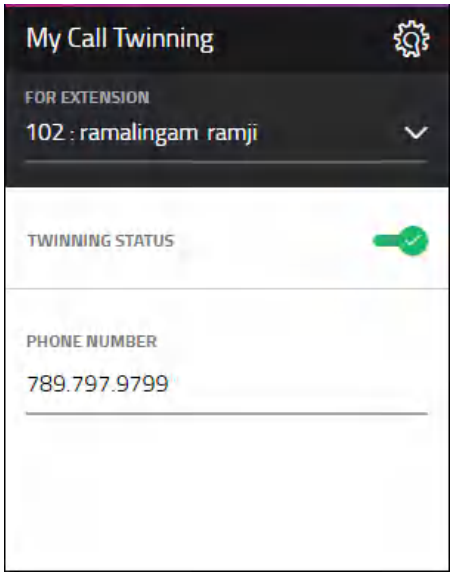
Viewing Which Call Groups You Are In

You can quickly view which Call Groups you are a member of at anytime by selecting the extension from the drop-down list and clicking on the **More** button on the **My Call Groups** widget. If you were granted permissions to Join or Leave a group, you may do so here as well.



Never Miss a Call With Twinning

Hosted Services Call Twinning feature allows incoming calls to ring your office phone and any other phone simultaneously. This means you never miss an important call if you are away from your desk. From the **My Call Twinning** widget, select the extension from the drop-down list and enter the phone number you want to ring simultaneously. Slide the **Call Twinning** toggle to **ON** and click the **Save** button.

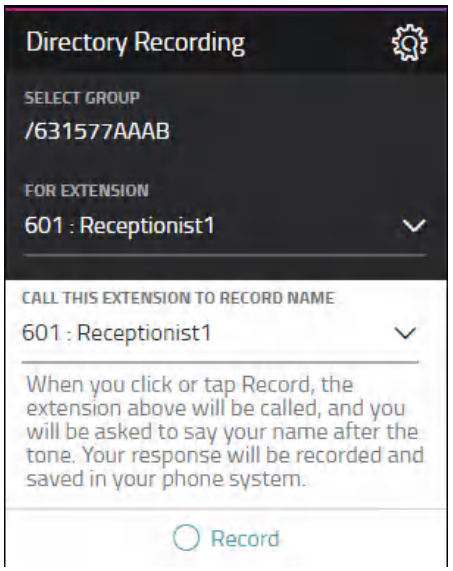


Recording Your Name for the Directory

You will want to record your own name for the company directory so that when incoming callers hear a name in the directory, they can hear your voice as their selection. To do this, first select the extension you would like to record from the drop-down on the **My Directory Recording** widget. Next, pick the phone number where you can be reached in order to record the name and click on the **Record** button on the **My Directory Recording** widget.

When you press the **Record** button, the system will call you and give you instructions on recording your name.

When you are done, simply hang up and your recorded name will immediately be loaded on the system.

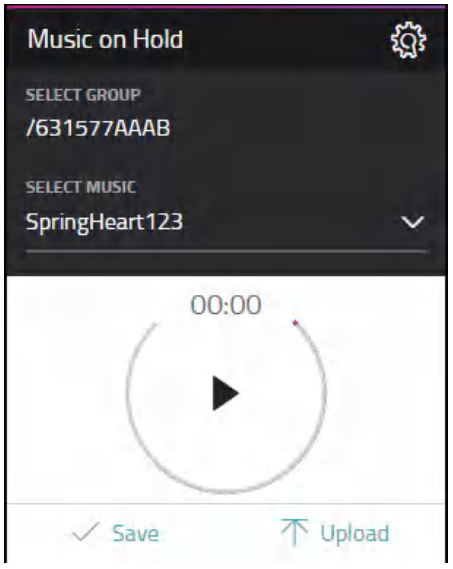


Setting Up Music on Hold for Your Company

Use the **Music on Hold** widget to set up what music callers will hear while on hold when they call into your business. You can listen to and select from a wide range of music, including holiday instrumentals. Choose a music option from the dropdown list, then click the **Play** button to hear the music. Click **Save** after making your music selection.

You can also upload your own mp3 or .wav files to further personalize the music or messages callers hear when on hold. Click on the **Upload** button and then select the file you'd like to upload. Then click **Save**.

To set on hold music for individuals, you can do so through the **Extension Manager** option, see page 9 for details.



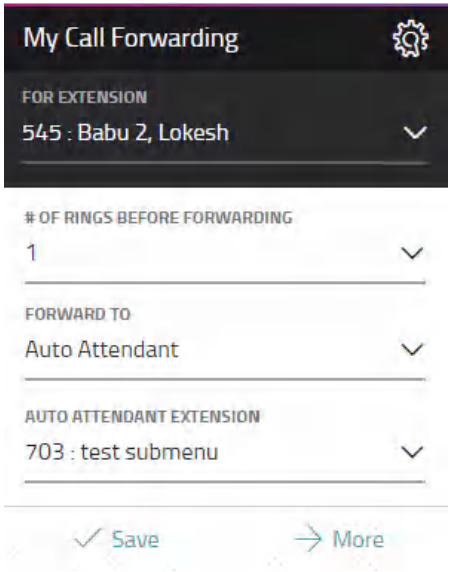
Quick Connect Tab

Click on the **Person** icon on the top right- hand side of the portal to open the **Quick Connect** tab. From here you can click-to-call any of your coworker or favorite contacts as well as check voicemail, chat, and recent calls. To set your availability or presence status, click on **My Presence** from the **Quick Connect** arrow at the bottom.

Coworker Presence

The **My Presence** option in the **Quick Connect** allows you to set your own presence and see who else is available in your company. To set your own custom presence, click on the arrow at the bottom of the **Quick Connect**. Then, select **My Presence** and choose from one of the pre-set statuses or select the Custom option to type in and set your own status. You can even initiate a call to your phone and another extension by clicking the phone icon next to a searched for extension.

Click on the gold star to set a favorite.



Desktop App

Get the best of Hosted Services right on your Windows® desktop – no browser required. Chat, launch calls, check voicemail, even update your preferences in real time. Download the app from Hosted Services today.

Company-wide Chat

Chatting in Hosted Services is Simple! To start an employee chat session, log into the portal. Open the presence panel by clicking **Quick Connect** icon in the upper right hand corner of your screen. Then, click on the **Coworkers** tab and search by first or last name for the employee you would like to chat with.

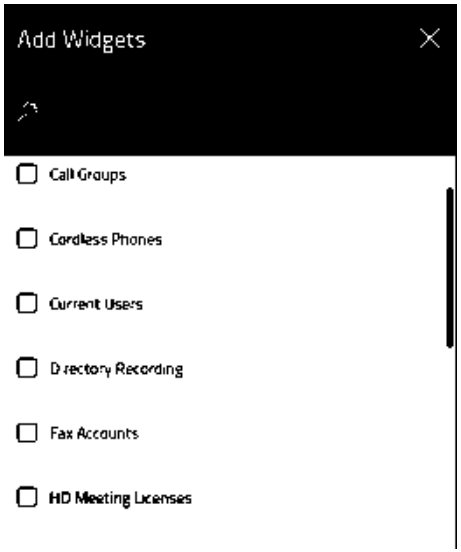
TIP: You can add coworkers to your **Favorites** tab by clicking the star icon next to their name.

Turning Off Company-wide Chat

If you'd like to turn off the company-wide chat feature for your organization please contact Hosted Services Support.

Customize The Dashboard For Your Preferences

To customize the presentation of your dashboard, click and drag any widget. To remove a widget from the dashboard, click on the **Settings** icon, located in the top right of each widget and press **Remove Widget**. Simply click **Add Widgets** on the dashboard screen to place widgets currently not showing on your dashboard.

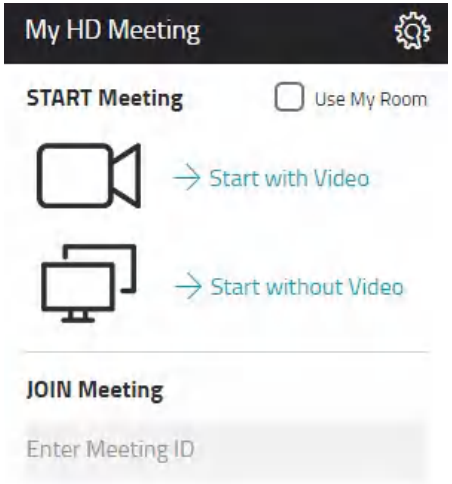


911 Calls

Hosted Services is fully compliant with all E911 regulations. This means, in the event of an emergency, if 911 or 9+911 is dialed, the system will present authorities with location data about your system.

Conferencing with HD Meeting®

If you have purchased HD Meeting, you can start or join an HD video, audio or web conference right through the **Hosted Services Portal**. To join a meeting where you know the meeting ID, simply enter the meeting ID number and click **Join**. To start your own video meeting or share your screen, click on the appropriate button to start your conference.



Powerful Phones and Accessories

We offer a wide selection of phones, soft phones and accessories for your choosing. For a full list of supported devices, view our Hosted Services Phones and Equipment Guide.

Mitel	**Polycom**	**Planatronics SupraPlus Wideband Headset** Features wideband capability and ultra noise-canceling microphone.	**Conferencing Systems**	**Softphones for PC, iOS® and Android®**
Wireless DECT Headset The ultimate in hands-free comfort and flexibility. 300-foot range!	**Wireless DECT Handset** Move around the office without missing calls. 300-foot range!	**Programmable Key Modules** (Sidecar) Manage multiple lines with your corded phone by adding up to 96 extra buttons! Ideal for receptionists.		

Windows

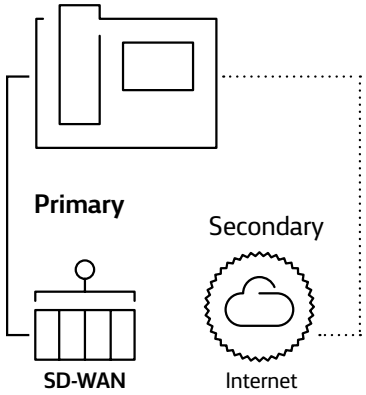
Mac

Available on the iPhone App Store

Google play

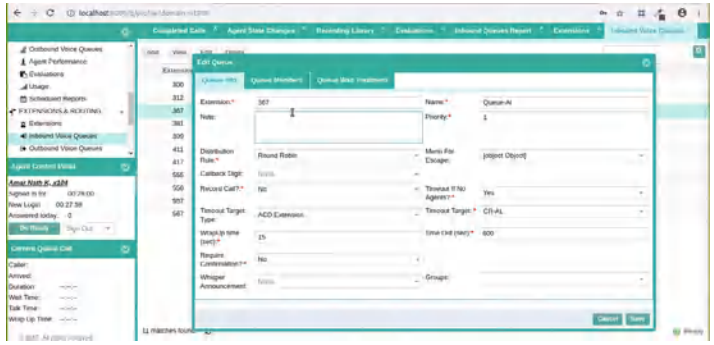
Hosted Services with SD-WAN

Ensure your real-time communications have a network that can support them! Software Defined Wide Area Network (SD-WAN) is a cloud network that prioritizes real-time business communications services and optimizes application performance. By freeing up the bandwidth you already pay for, you experience better voice quality, more reliable connections and better performing applications.



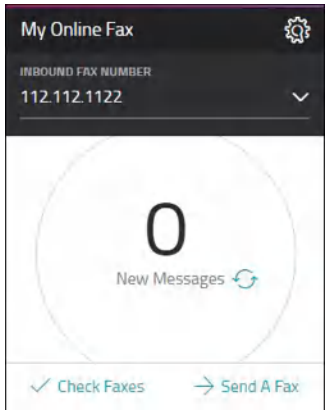
Contact Center Services

We offer a complete Contact Center including: call evaluations, reporting, call queuing, live status dashboards and call recording. If you require only inbound and outbound call recording for quality assurance , training , or compliance, we also offer a standalone Extension Call Recording service.



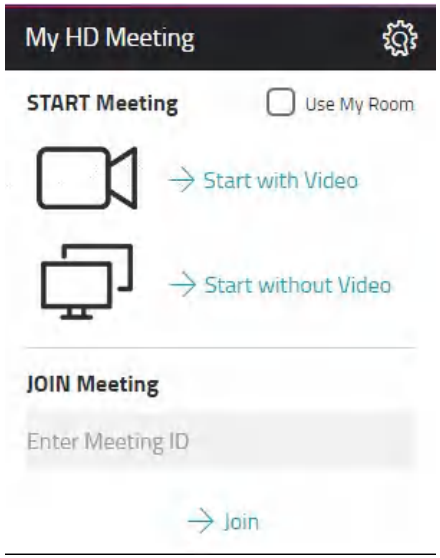
Online Fax

Online Fax is a revolutionary service that allows your employees to send a receive faxes directly from email and through a secure online portal without the need for hardware, software or phone lines. Faxes can be sent and received anywhere, from any device and are stored securely in the cloud for future use.



HD Meeting

With HD Meeting, you can host online meetings, HD video conferences and audio conferences for up to 500 people from virtually any device. Meeting organizers and participants can use any phone, any PC or Apple Macintosh computer, or even an iPhone®, iPad® or Android™ device to host or join a meeting.



Hosted Services for Chrome

Hosted Services for Chrome allows you to click to dial from any webpage, enabling you to start calls quickly and accurately from any computer running Google Chrome. When a phone number is selected, a call will immediately be launched to your Hosted Services phone. Hosted Services for Chrome also integrates the Hosted Services Desktop app with Gmail, Outlook 365 and Microsoft Dynamics 365, so you have access to all your Hosted Services features from a single screen. Hosted Services for Chrome allows you to receive incoming call pop ups that link directly to any web based application you choose, using a customizable URL launcher. To get started, click on Manage on the Hosted Services Licenses widget and select Hosted Services Connector.

Streamline and improve tasks with these powerful integrations

Salesforce
Integrate powerful unified communications features within Salesforce to increase productivity, improve customer service, save time and increase management visibility.

Skype for Business
Bring calling and phone presence functionality into Skype and Lync without any additional Microsoft licenses or charges.

G Suite (Coming Soon)
Click to call from any webpage or web app and bring unified communications to your Google Apps.

Microsoft Office 365
Make your contacts, email and calendar part of your unified communications.

Microsoft Dynamics
Streamline everyday functions and gain access to new unified communications features.

Microsoft Teams
Enhance collaboration with integrated UC calls and HD video, audio and web conferencing.

Amazon Alexa (Coming Soon)
Manage voicemail and change call forwarding, twinning and Do Not Disturb settings using voice commands from any Amazon Alexa enabled device.

Web-based CRMs
Maximize productivity by integrating calling with Hubspot, CRM 1, Apptivo, Clio Desk, Freshdesk, JobDiva Nutshell and Insightly.

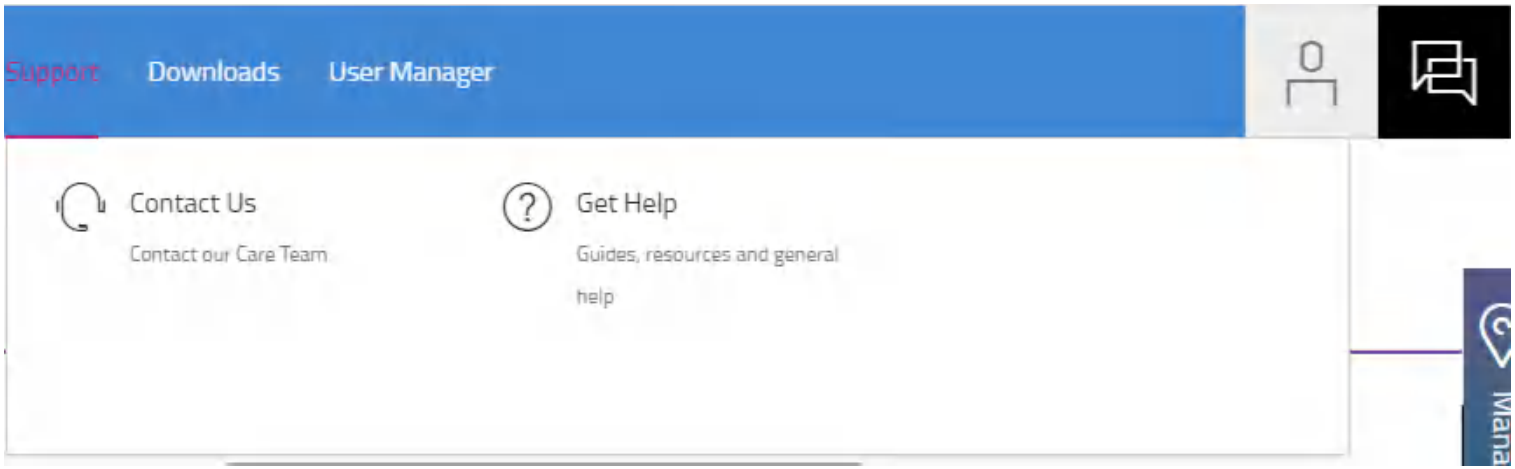
Standards-based API allows you to connect third-party applications to Hosted Services.

Getting Help

We offer many ways to get help and support when using your Hosted Services system.

Hosted Services Portal Support

The **Hosted Services Portal** offers a comprehensive support section with complete guides and instructions, FAQs, and helpful videos.



What should I do when my phone displays "using option 128+ or using option 43"?
There is nothing that you need to do if you see this message. This is a normal message and indicates that the phone's firmware has been upgraded to the latest version so that you have access to all the latest features and functionality.

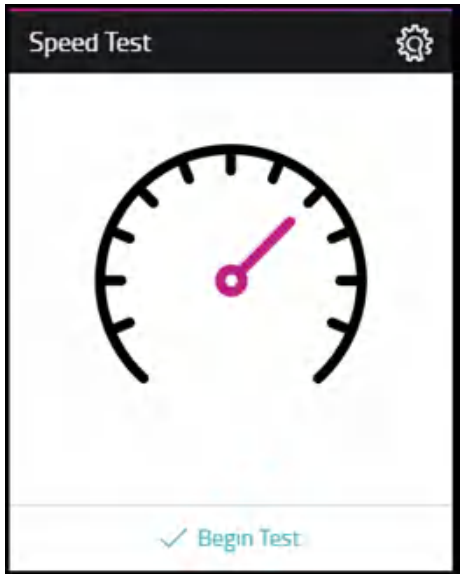
What should I do when my phone displays "not a valid site" or "invalid site"?This error means that the wrong IP address was used to configure your phone.

What should I do if my phone displays "option 128 missing"?
If you see this displayed, contact your carrier for more information.

Connectivity tests

At any time, you can test the speed of your Internet with the **Speed Test** widget on the Hosted Services Portal. Click on **Begin Test** on the **Speed Test** widget to get started.

The speed required for optimum performance is 88 kbps for each phone.



Safety and Regulation Information

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 interferences received, including interference that may cause undesired operation .

NOTE: 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 .

Hereby, Polycom, Inc . declares that the products in this manual are CE marked and in compliance with all EU directives and regulations that apply to them including: R&TTE Directive 1999/5/EC . A full copy of the

Declaration of Conformity can be obtained from Polycom Ltd ., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK .

In accordance with Part 15 of the FCC Rules, the user is cautioned that any changes or modifications not expressly approved by Polycom, Inc . could void the user's authority to operate the equipment .

Operating Ambient Conditions:

+ Operating temperature: +32 to 104°F (0 to 40°C)
+ Relative humidity: 5% to 95%, non-condensing
+ Storage temperature: -40 to +160°F (-40 to +70°C)

Installation must be performed in accordance with all relevant national wiring rules. L'Installation doit être exécutée conformément à tous les règlements nationaux applicable au filage électrique.

The outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible. La prise électrique à laquelle l'appareil est branché doit être installée près de l'équipement et doit toujours être facilement accessible.

This Class [B] digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe [B] sera conforme à la norme NMB-003 du Canada.

To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to teleconference station network (TNV) circuits. LAN ports contain SELV circuit, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables. This product is rated 48Vdc, 0.25A. When used with the optional external power supply (PSA15A-480PV, or similar rated PSU), the power supply shall be a Listed power supply with a LPS output, rated 48V, min. 0.25A.

Hearing Aid Compatibility (HAC):

This device is hearing aid compatible.

RoHS: All Polycom phones comply with the requirements of the EU RoHS Directive. Statements of compliance can be obtained from TypeApproval@polycom.com

Australia:

Warning—This equipment will be inoperable when mains power fails.

Copyright, Safety Notices

Limited warranty. Polycom warrants to the end user ("Customer") that this product will be free from defects in workmanship and materials, under normal use and service, for one year from the date of purchase from Polycom or its authorized reseller. Polycom's sole obligation under this express warranty shall be, at Polycom's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options are reasonably available, Polycom may, on its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of Polycom. Replacement products or parts may be new or reconditioned. Polycom warrants any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer. Products returned to Polycom must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to Polycom until the returned item is received by Polycom. The repaired or replaced item will be shipped to Customer, at Polycom's expense, not later than thirty (30) days after Polycom receives the defective product, and Polycom will retain risk of loss or damage until the item is delivered to Customer.

Exclusions. Polycom will not be liable under this limited warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist or results from:

+ Failure to follow Polycom's installation, operation, or maintenance instructions.
+ Unauthorized product modification or alteration.
+ Unauthorized use of common carrier communication services accessed through the product.
+ Abuse, misuse, negligent acts or omissions of Customer and persons under Customer's control; or
+ Acts of third parties, acts of God, accident, fire, lightening, power surges or outages, or other hazards.

Warranty exclusive. If a polycom product does not operate as warranted above, customer's sole remedy for breach of that warranty shall be repair, replacement, or refund of the purchase price paid, at polycom's option. To the full extent allowed by law, the foregoing warranties and remedies are exclusive and are in lieu of all other warranties, terms, or conditions, express or implied, either in fact or by operation of law, statutory or otherwise, including warranties, terms, or conditions of merchantability, fitness for a particular purpose, satisfactory quality, correspondence with description, and non-infringement, all of which are expressly disclaimed. Polycom neither assumes nor authorizes any other person to assume for it any other liability in connection with the sale, installation, maintenance or use of its products.

Service agreements. Please contact your Polycom Authorized Reseller for information about service agreements applicable to your product.

Software support. Polycom will provide support for software running on the Product if all of the following conditions are satisfied:

+ The product is under warranty or is covered by a Polycom service contract;
+ The product software is the current major version or the next preceding major version (software revisions are labeled as "x.y.z," with the first two digits designating major versions).
+ The product software comes with 90-day software warranty, providing for software updates (minor releases/bug fixes). To continue to receive support, purchasing a maintenance contract is the most economical solution.
+ Requests for software support should be made through the Polycom Reseller from whom the product was purchased.

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