

Pink Connect Ltd is a national Business Communications company, offering a complete suite of office and telecoms solutions across the UK.

We provide an extensive range of Communication Products, Network & IT Solutions, Fixed & Mobile Telecoms, Commercial Gas and Electricity.

We were established in 2002 and are Ofcom and Otelco registered. We now serve over 1,000 small and medium business customers across the UK, and are growing rapidly based on our commitment to provide outstanding personalised service, providing high quality communications services at competitive prices.

Call us today; we know you will be delighted.

Customer Services

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## Introduction

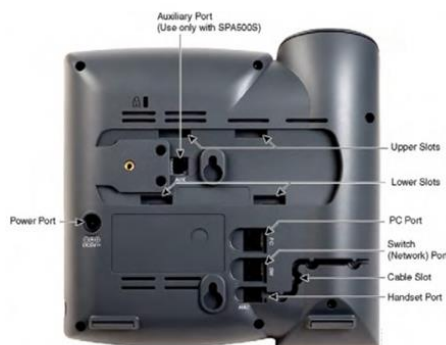
This guide will help you setup your phone and connect it with the Pink IP Pro service. The guide is designed to be generic and does not depend on the Cisco phone you have ordered with your subscription has the same base settings and hardware configuration.

An online version of this documentation is available from [www.pinkconnect.com](http://www.pinkconnect.com) and management of your service can be done online at [www.telephony-cloud.com](http://www.telephony-cloud.com)

## Box Contents

In this box you will find (and need):

- This user manual
- Your Cisco IP Phone
  - » Phone Body
  - » Handset
  - » Handset Cord
  - » Desk Stand
  - » Power supply unit with plug (if ordered)
- An Ethernet LAN cable



## What you need to do to assemble and connect your Phone

1. First find the coiled handset cord. Plug it in to the smaller socket on the underside of the phone ( this is marked with a phone symbol)
2. Then take the other end of the handset cord and plug it in to the handset
3. Take the stand and align the tabs with the slots on the underside of the phone, slide the bottom tabs in to the slots and lightly press down on the top of the desk stand (do not apply excessive force)
4. Assemble the power supply unit (push the power brick in to the plug unit) and plug the power lead in to the phone
5. Plug the Ethernet LAN cable in to the underside of the phone (marked SW)

## Useful Quick Dial Numbers - Continued

- 1402 Forward on no answer to Voicemail - **Turn off feature**
- 1403 Forward on no answer to Voicemail - **Turn on feature**
- 1431 Forward on no answer to Voicemail - **Check status of feature**
- 1404 Forward on busy to Voicemail - **Turn off feature**
- 1405 Forward on busy to Voicemail - **Turn on feature**
- 1432 Forward on busy to Voicemail - **Check status of feature**
- 1424 Forward on Network Failure - **Turn off feature**
- 1425 Forward on Network Failure - **Turn on feature**
- 1442 Forward on Network Failure - **Check status of feature**
- 0208 150 2505** Forward on Network Failure - **Turn off feature**
- 0208 150 2506** Forward on Network Failure - **Turn on feature**
- 0208 150 2507** Forward on Network Failure - **Check status of feature**
- 1406 Caller ID blocking - **Turn off feature** (don't withhold your number)
- 1407 Caller ID blocking - **Turn on feature** (withhold your number)
- 1433 Caller ID blocking - **Check status of feature**
- \*56 Call Waiting – **Turn on feature**
- \*57 Call Waiting – **Turn off feature**
- \*83 Inbound Call Park
- \*84 Parked Call Pickup
- \*88 Ringing Call Group Pickup

## Useful Quick Dial Numbers

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- 8400 Voice mail for your phone
- 8500 Voice mail for any phone (PIN required)
- 1426 Divert on no answer to phone – **Turn off feature**
- 1427 Divert on no answer to phone – **Turn on feature**
- 1443 Divert on no answer to phone – **Status**
- 1428 Divert on busy to phone - **Turn off feature**
- 1429 Divert on busy to phone - **Turn on feature**
- 1444 Divert on busy to phone - **Check status of feature**
- 1412 Divert unconditionally to phone - **Turn off feature**
- 1413 Divert unconditionally to phone - **Turn on feature**
- 1414 Divert unconditionally to the calling phone
- 1446 Divert unconditionally to phone - **Check status of feature**
- 1408 Send Voice mail alerts to e-mail - **Turn off feature**
- 1409 Send Voice mail alerts to e-mail - **Turn on feature**
- 1434 Send Voice mail alerts to e-mail - **Check status of feature**
- 1410 Send Voice mail alerts to SMS - **Turn off feature**
- 1411 Send Voice mail alerts to SMS - **Turn on feature**
- 1435 Send Voice mail alerts to SMS - **Check status of feature**
- 1400 Forward all Calls to Voicemail - **Turn off feature**
- 1401 Forward all Calls to Voicemail - **Turn on feature**
- 1430 Forward all Calls to Voicemail - **Check status of feature**

## Your Router & Broadband Service

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When preparing to use the Pink IP Pro service, you need to consider some settings in your router that may make the service work more smoothly.

Your Modem/Router should be setup to perform NAT (Network Address Translation) and be the DHCP server. This is the default settings on most routers and shouldn't need changing.

When your phone is plugged in to your network that connects to your Modem/Router, the DHCP server built in to the router will supply the phone an IP address, associating it with the rest of the network.

You'll need to ensure your router is not blocking the following ports:

- ✓ UDP Ports 5060 – 5062
- ✓ UDP Ports 4240 – 4280
- ✓ UDP Ports 16384 – 16482
- ✓ SSL Port 443

It doesn't matter if your broadband connection has a static or dynamic IP as the system can accommodate both. Where possible it is beneficial to procure a static IP through your service provider and supply it to Pink Connect.

If you experience any problems on first installation with voice quality or call consistency the first point of call is to always ask your Internet Service Provider (ISP) whether your connection is stable and if it is experiencing any errors or packet loss.

The majority of service problems you may experience are generally caused by the router or the Internet Connection and these should always be first port of call for diagnosing problems.

## Phone Buttons

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To the right of the phone's LCD display are 4 LED lights. From top to bottom, these refer to the amount of channels associated with your subscription. Each number you have has two channels, so if all 4 LED's are alight you have two numbers associated with that phone. Normally you will only see the top two lights lit, as you normally have just the one number subscription per phone.



This button will directly dial through to your voicemail



This button opens in phone options, here you can change ring tones and other options



This button will put your current call on hold



This button adjusts the volume



This button mutes your microphone; no one can hear you whilst it is lit up



This button when lit means a headset is being used rather than the handset



This button turns on the loud speaker

When your phone has connectivity problems the mute button will often be lit up in a solid red. If this happens, check the Ethernet LAN cable, ensure it is plugged in to the right socket underneath labeled 'SW' and that it is connected to the internet.

## Using your Phone

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This page will help you setup and use your phone. You will need to reference page 3 for understanding some of these settings.

### Setting up your Voicemail

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When you receive a voicemail message the red light above the screen will light up. To access your voice mail, press the voicemail button (as shown on page 3). This automatically dials your voicemail service (8400).

The options available in the menu are: 1 to listen to voicemail, 2 to listen to old messages, 0 to personalise your answer message.

### Transferring calls

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When transferring calls you put a caller on hold, using the button that says 'Transfer or Xfer' (underneath LCD display) this button once pressed starts the Transfer process.

You can now dial the number you wish to transfer the call to and wait for them to answer, advise of the caller and then press the 'Transfer or Xfer' again to transfer the call over.

Alternatively if you don't want to talk to the person you are transferring the call to. Press the 'Transfer or Xfer' button without answering the call, dial the desired number and press 'Transfer or Xfer' again. This will just route the call straight through.

### Looking at Missed Calls

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If you have received missed calls and you want to view details on them, before lifting the handset press the button under the LCD display that aligns with 'Miss' and this will bring up all your missed call information.