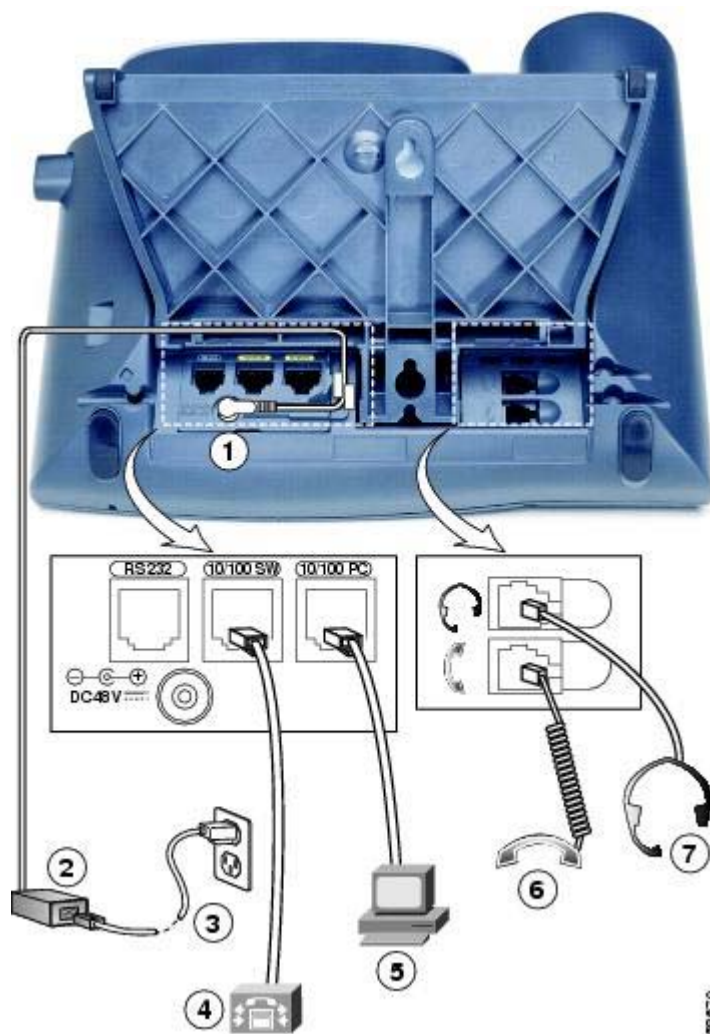




Thanks for using iTalk IP Networks Hosted VoIP service and welcome to our user community. We stage and program the phones before we send them to you so it must be trivial to get them to work in your environment after you connect them to your network. However since we have not designed your data network, you might face some issues that are covered in this guide. So please follow along.

1. **Unpack the phone**, and connect the network port to your data network jack. If you only have one network drop and need to connect both the phone and a PC to the network, you may connect the PC to the back of the phone as shown in the following picture.





2. The phone is setup to get address **from your DHCP server**. If you do not have a DHCP on your network, please contact your network administrator to help you setup a static IP address on the phone.
3. The phone is **setup to use NAT** and should get through your firewall and connect to the hosted VoIP service with no problem but sometimes firewalls are programmed to block our required ports and that's when the phone cannot communicate with the hosted server. In this case, you should open **ports 5060 and 5061 for SIP registration**.
4. If all goes well, the phone comes up and shows your extension and the ITalk IP Networks™ logo. Please make an outbound call to make sure you can dial out and you have two way audio. If so, you are in business. Below please find some of the mostly used functions of your Cisco phone:

To make calls: Go off hook or press the speaker button or press the extension number button, then dial the number and hit the “Dial” softkey.

Note: Please make sure you have dial the prefix (9, then number) if you have one setup.

To place a call on hold: While on call, press the “Hold” softkey.

To resume a held call: While on hold, press the “Resume” softkey.

To transfer a call to another extension: While on a call, press the “More” softkey, then select from one of the two options:

- a- Transfer: press the “Trnsfer” softkey and dial the extension. This will setup a call to the desired extension and puts the active call on hold. You can announce a message then hangup to transfer the call.
- b- Blind Transfer: Press the “BlndXfr” button to transfer the call without talking to the called extension by dialing the extension and hang up.

To create a conference call: While on an active call, press the “Confrn” button and dial a new number. Once the call is established with the new number, press the “Join” softkey.

To receive a second call: While on the first call, if the phone rings, press the “Answer” softkey. This will automatically put the first active call on hold. Please use the up/down arrow keys to navigate between the two active calls to hold and resume as needed.

To check messages: Press the message button on the phone and enter password to check new messages, change voicemail options, etc. **Your default password is “1111”**

To check other voicemail boxes: call *98 and enter the desired mail box number and password to check new messages, change voicemail options, etc.



To set your name, busy and unavailable greetings: Dial your extension (from your phone or and outside line), when voicemail greeting comes up, enter * and then enter your password. Press 0, and then press:

1 to record your unavailable greeting and press the # key

2 to record your busy greeting and press the # key

3 to record your name and press the # key

Follow the voice prompts to save the recordings.

Note: As indicated above, you can also perform this task from any other outside line. You can dial your main number and your extension number, once you hear the greeting, you can dial * to enter your password and access your mailbox options.

To add a temporary greeting: Dial your extension, when voicemail greeting comes up, enter * and then enter your password. Press 0, and then press 4 to record a temporary greeting. After the tone, record your temporary greeting and press #.

NOTE: the temporary greeting overrides the regular greeting right away.

To remove the temporary greeting: Dial your extension, when voicemail greeting comes up, enter * and then enter your password. Press 0, and then press 4 followed by 2 to remove your temporary greeting.

To check messages from out of the office: Dial the main number, stop the announcement by pressing "0", when the voicemail greeting comes up, press "*" then enter your password.

To change the system day/night mode: dial code "*280" from any phone to change the mode. Entering the same code will reset to the original mode.

NOTE: Day reception zero enabled means night mode is changed to day. Day reception zero disabled means day mode is changed to night.

5. Well, we hope you enjoy your new phone and our service. If you need to **contact support** please use emailing us first. If you have purchased onsite installation service or maintenance from us, we will make sure we address your issues right away. If you have not purchased our installation service and you tried to setup phones on your own and ran to issues, please read our frequently asked questions, or use our email support. If you like you **can purchase support** at any time by calling into our sales line. We have the following support options available:

- a. 1 hour support for \$125 (30 minute increments)
- b. 2 hour support for \$115 (30 minute increments)
- c. 4 hour support for \$105 (30 minute increments)



6. You can login to your user web portal and administer your phone via web.
Login link: <http://ip address/userrec/index.php> (IP address: refer to welcome email)
Username: your extension number
Password: 1111 (this is the same as your voicemail password, please use your new password if you have changed it via phone menus)

Support Contact information:	Sales Contact information:
Support: Email: support@italkip.com Phone: 703-835-9694 Option 2	Sales: Email: sales@italkip.com Phone: 703-835-9694 Option 1