

Connected Office Voice

Quick Start User Guide



3 Overview

4 Introduction

5 Installing Your Phones

- 5 Box Contents
- 6 Attaching the Base
- 6 Connecting the Handset Cord
- 7 New VoIP Service Installation Guide
- 9 VoIP to VoIP Installation Guide

11 Dashboard

- 11 Create Your Account

12 Calling Features Setup

13 Overview

- 13 Accessing Your Calling Features
- 13 Calling Features

14 Call Forwarding

- 15 Call Forwarding Always
- 16 Call Forwarding Busy
- 17 Call Forwarding No Answer
- 18 Call Forwarding Not Reachable
- 19 Call Forwarding Selective
- 20 Initiate Call Forwarding

21 System-Wide Call Holding

22 Call Transferring

- 22 Blind Transfer
- 23 Online Settings

24 Voicemail Setup

25 Overview

- 26 Setting Up Voicemail
- 26 Menu Options

27 Recording Greetings

27 Busy Greeting

28 No Answer Greeting

29 Change Your Passcode

30 Online Settings

30 Voice Portal

31 Voice Management

32 Customization

33 Overview

34 Contact Directory

34 Adding Contacts

34 Editing Contacts

35 Deleting Contacts

35 Online Enterprise Directory

36 Ringtones

36 Screen Contrast

Overview

Introduction

Connected Office Voice is Cincinnati Bell's cloud-based VoIP solution delivered over any 10 Mbps+ broadband connection.

This guide will help you install your phone, set up your phone preferences, and use the COV online portal to modify your user settings.

Installing Your Phones

To get started with your new Connected Office Voice system, make sure you received all of the following components in the shipment of Polycom phones.

NOTE: The phone model you receive may vary from the model pictured here; however, the following installation steps apply to all Polycom phone models.

Box Contents

In your shipment, you should have received:

1. A Polycom phone
2. A handset
3. A phone base
4. A handset cord
5. A network cable
6. A 48-volt power adapter

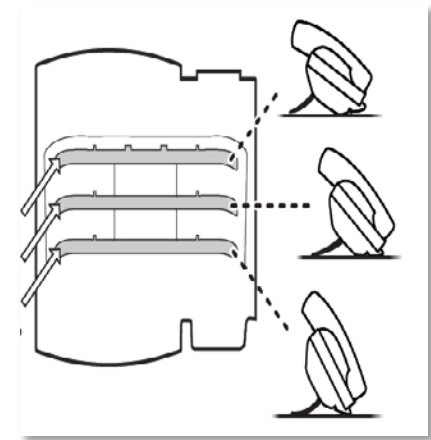


Attaching the Base

The base is connected to one of three slots on the back of the phone, each positioning the phone at a different height.

Insert the base into your chosen slot on the back of the phone to achieve your desired angle.

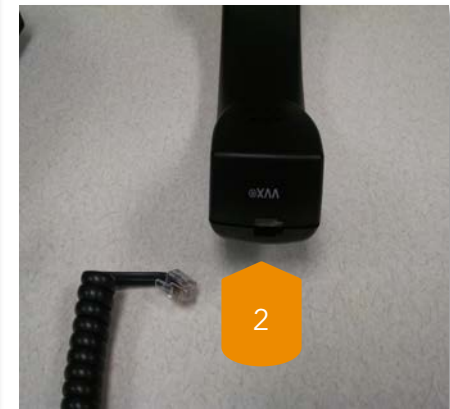
If the angle is incorrect, you can remove the base and reposition it by pulling the base straight out of the slot and then inserting it into your desired slot.



Connecting the Handset Cord

Press the straight end of the handset cord into the grooved slot on the back of the phone.

Attach one end of the handset cord into the handset port on your Polycom phone (1), and plug the coiled end of the handset cord into the handset (2).



New VoIP Service Installation Guide

If you are installing VoIP service for the first time, please follow these instructions. If you are transitioning your current VoIP service to Cincinnati Bell Connected Office Voice, please skip to the [VoIP to VoIP Installation Guide](#).

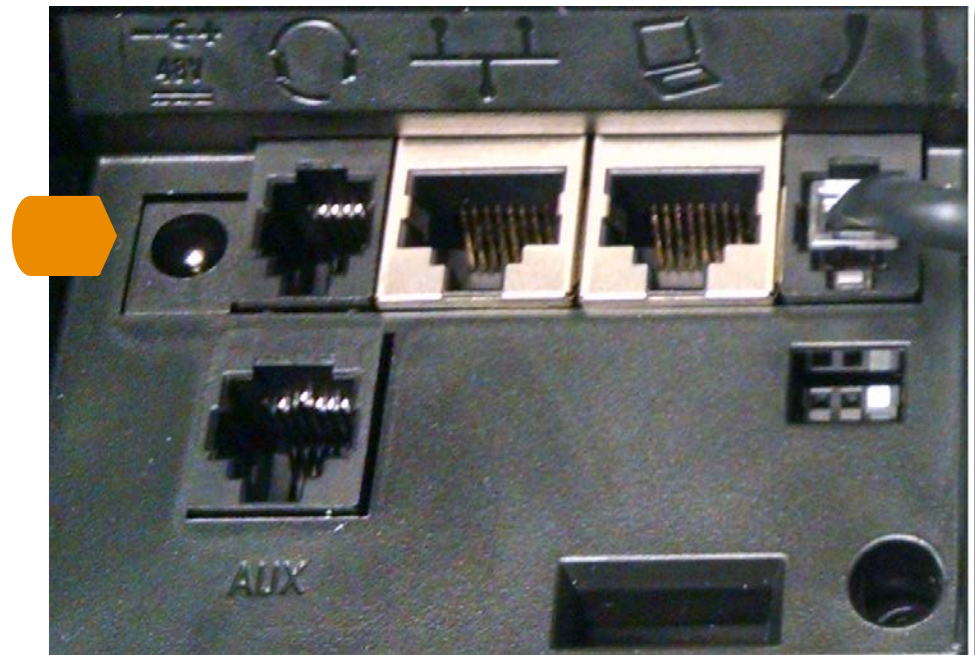
If you are not sure if you are installing VoIP for the first time, contact your Administrator.

Phone Power

If your phones are not Powered Over Ethernet (POE), you will need to connect the 48-volt power adapter to the POWER port on the back of the phone.

Plug the other end of the power adapter into an electrical outlet.

NOTE: Whether or not your phones are POE is determined by the type of network switch being used in your Connected Office Voice system

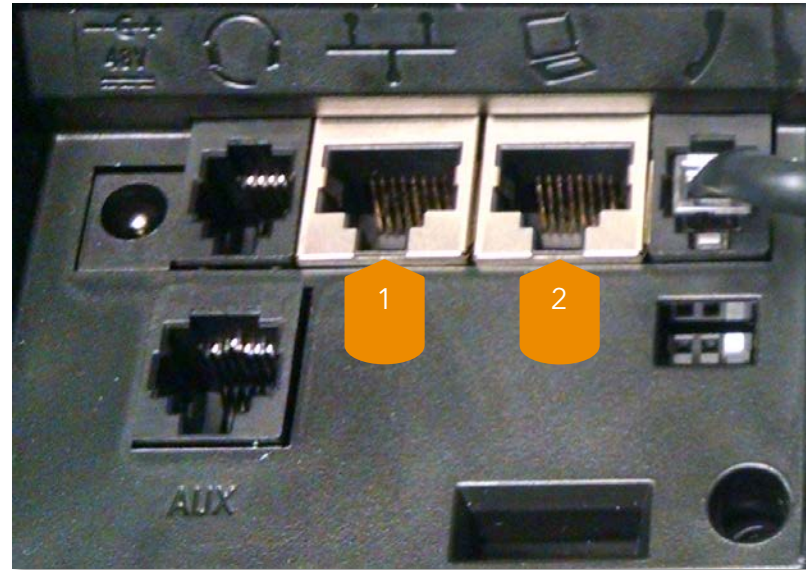


Network Lines

To function properly, your Polycom phone must be connected to the public Internet via a network cable (provided in your shipment).

Plug the network cable into the network port (1), and plug the other end of the cable into either a ROUTER or an ETHERNET CONNECTION.

***OPTIONAL:**
**Connect your PC to the
PC PORT (2) for
enhanced network**



Automatic Configuration

Your phone will connect to the Internet and automatically receive the design configuration that has been specifically created for your individual phone system.

Depending upon this configuration, your phone may go through the reboot process several times before it becomes usable.

This process should take approximately 5 minutes.

VoIP to VoIP Installation Guide

If you are changing to Connected Office Voice from an existing VoIP service and you do not have an available Ethernet cable, follow the instructions below to complete setup of your new phone system.

While this is not an optimal setup, you will be able to migrate your service without the added expense of additional wiring. You can use this setup until your existing numbers are ported to the Cincinnati Bell

Connect Your Phones

Your current setup should resemble the images to the right.

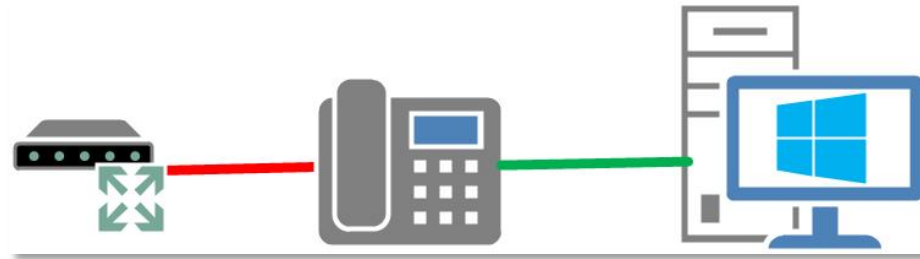
Two Ethernet cables should be plugged into the back of your phone - from the NETWORK PORT (1) to a router or Ethernet port, and from the PC PORT (2) to your computer.

Disconnect any Ethernet cables currently plugged into the PC PORT (2) on the back of your **existing phone**.

NOTE: Your computer will lose network connectivity while this cable is unplugged

Connect one end of the Ethernet cord provided in your shipment into the PC PORT (2) of the **existing phone**.

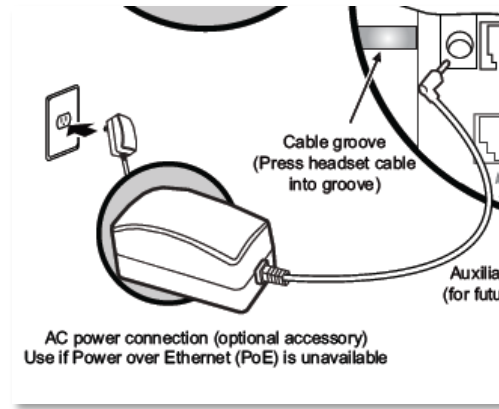
Connect the other end of the Ethernet cord into the NETWORK PORT (1) of the **new phone**.



Phone Power

If your phones are not Powered Over Ethernet (POE), you must connect the **48-volt power adapter** into the POWER port on the back of your phone.

Plug the other end of the **power adapter** into an electrical outlet.

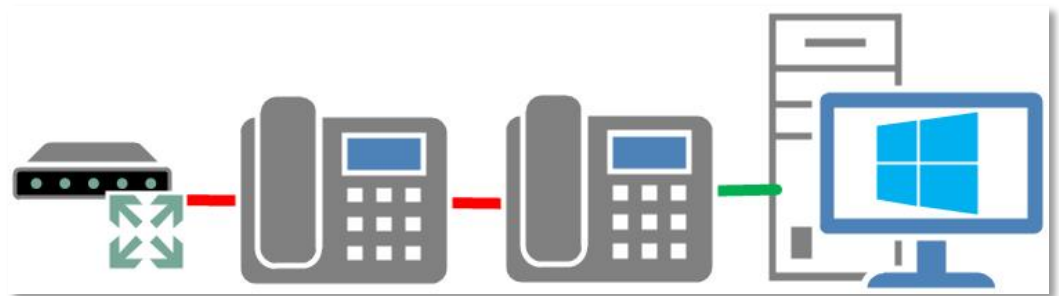


Porting Numbers

When the porting process is complete, Cincinnati Bell will notify you by email that the phones are ready to use.

Remove the network cable from the **original phone** and move it to the NETWORK PORT of the **new phone**.

NOTE: Your computer will lose network connectivity while the cable is disconnected.



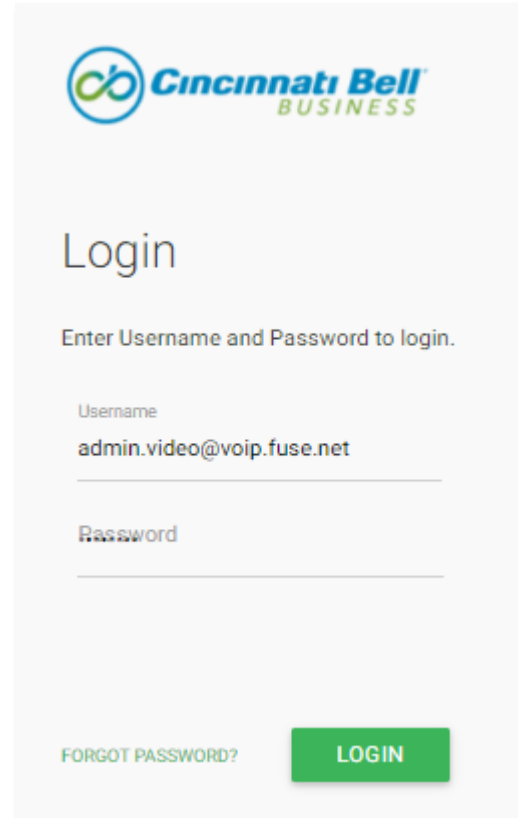
Dashboard

The online Connected Office Voice portal allows you to view and modify your profile information, settings, and features.

Create Your Account

To create your Connected Office Voice account, go to <https://portal.evolve.cbts.net/auth/login/>

On the Login screen, enter your username and password to log into the Dashboard.



The screenshot shows the login interface for Cincinnati Bell BUSINESS. At the top left is the logo. Below it is the heading "Login". A prompt reads "Enter Username and Password to login." There are two input fields: "Username" with the value "admin.video@voip.fuse.net" and "Password" which is empty. At the bottom left is a link "FORGOT PASSWORD?" and at the bottom right is a green "LOGIN" button.

Calling Features Setup

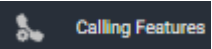
Overview

The following sections outline how to setup and modify settings for commonly-used Calling Features.

Some of these features are available through the phone portal, and others are available by logging into the online COV portal.

Accessing Your Calling Features

To access your Calling Features through the online COV dashboard:

1. Log into the portal with your username and password
2. Select  from the left-hand navigation

For help with any of these online features, please see your Administrator.

Calling Features

This section will cover the following commonly-used Calling Features:

- [Call Forwarding](#)
- [Call Holding](#)
- [Call Transferring](#)

Call Forwarding

This section will outline how to set up the various types of Call Forwarding through the online portal, enable or disable Call Forwarding from your phone, and initiate Per-Call Forwarding during a call.

- [Call Forwarding Always](#)
- [Call Forwarding Busy](#)
- [Call Forwarding No Answer](#)
- [Call Forwarding Not Reachable](#)
- [Call Forwarding Selective](#)
- [Initiate Call Forwarding from your phone](#)

Call Forwarding Always

Call Forwarding Always allows you to forward all incoming calls to a different phone number, such as your home office or cell phone.

You can also enable Ring Reminder to configure your primary phone to emit a short ring burst when you receive a call.








Under Call Forwarding Always on the Calling Features page of your online dashboard, you may:

1. Enable or disable the service
2. If the service is enabled, enter a forwarding number in the designated field
3. Check the box to turn on Ring Reminder

Click **SAVE** to keep your changes.



Incoming Calls

 Anonymous Call Rejection	<input type="radio"/> On <input checked="" type="radio"/> Off
 Call Forwarding Always	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="text" value=""/> <input type="checkbox"/> Play Ring Reminder when a call is forwarded
 Call Forwarding Busy	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="text" value=""/>
 Call Forward No Answer	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="text" value=""/> Number of rings before forwarding: 3
 Call Forward Not Reachable	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="text" value=""/>
 Connected Line Identification Restriction	<input type="radio"/> On <input checked="" type="radio"/> Off
 Do Not Disturb	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="checkbox"/> Play Ring Reminder when a call is blocked

Call Forwarding Busy

Call Forwarding Busy allows you to forward all incoming calls to a different phone number if your phone is busy.

Use this service when you would rather have a secretary or coworker receive the call instead of the caller being sent to your voice messaging box.








You can also set the phone number to forward using the assigned Feature Access Code.

Under Call Forwarding Busy on the Calling Features page of your online dashboard, you may:

1. Enable or disable the service
2. If the service is enabled, enter a forwarding number in the designated field

Click **SAVE** to keep your changes.

Incoming Calls

 Anonymous Call Rejection	<input type="radio"/> On <input checked="" type="radio"/> Off
 Call Forwarding Always	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="text" value=""/>
<input type="checkbox"/> Play Ring Reminder when a call is forwarded	
 Call Forwarding Busy	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="text" value=""/>
 Call Forward No Answer	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="text" value=""/>
Number of rings before forwarding: 3	<input type="text" value=""/>
 Call Forward Not Reachable	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="text" value=""/>
 Connected Line Identification Restriction	<input type="radio"/> On <input checked="" type="radio"/> Off
 Do Not Disturb	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="checkbox"/> Play Ring Reminder when a call is blocked

Call Forwarding No Answer

Call Forwarding No Answer allows you to forward all calls to a different phone number when you do not answer your phone.

Use this service when you would rather have a secretary or coworker receive the call instead of the caller being sent to your voice messaging box.

Under Call Forwarding No Answer on the Calling Features page of your online dashboard you may:

1. Enable or disable the service
2. If the service is enabled, enter a forwarding number in the designated field
3. Select a number from the dropdown menu to designate how many times the call should ring before being forwarded

Click **SAVE** to keep your changes.

Incoming Calls

Anonymous Call Rejection	<input type="radio"/> On <input checked="" type="radio"/> Off
Call Forwarding Always	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="text" value=""/>
<input type="checkbox"/> Play Ring Reminder when a call is forwarded	
Call Forwarding Busy	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="text" value=""/>
Call Forward No Answer	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="text" value=""/>
Number of rings before forwarding: 3	<input type="text" value=""/>
Call Forward Not Reachable	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="text" value=""/>
Connected Line Identification Restriction	<input type="radio"/> On <input checked="" type="radio"/> Off
Do Not Disturb	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="checkbox"/> Play Ring Reminder when a call is blocked

Call Forwarding Not Reachable

Call Forwarding Not Reachable allows you to forward all incoming calls to a different phone number when your device is not accessible by BroadWorks.

You can also set the phone number to forward using the assigned Feature Access Code.








Under Call Forwarding Not Reachable on the Calling Features page of your online dashboard, you may:

1. Enable or disable the service
2. If the service is enabled, enter a forwarding number in the designated field



Click **SAVE** to keep your changes.

Incoming Calls

 Anonymous Call Rejection	<input type="radio"/> On <input checked="" type="radio"/> Off
 Call Forwarding Always	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="text" value=""/>
<input type="checkbox"/> Play Ring Reminder when a call is forwarded	
 Call Forwarding Busy	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="text" value=""/>
 Call Forward No Answer	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="text" value=""/>
Number of rings before forwarding: 3	<input type="text" value=""/>
 Call Forward Not Reachable	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="text" value=""/>
 Connected Line Identification Restriction	<input type="radio"/> On <input checked="" type="radio"/> Off
 Do Not Disturb	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="checkbox"/> Play Ring Reminder when a call is blocked

Call Forwarding Selective

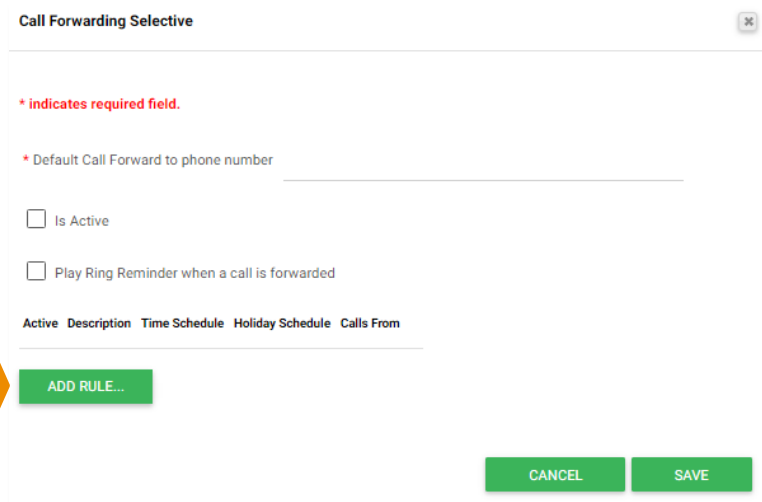
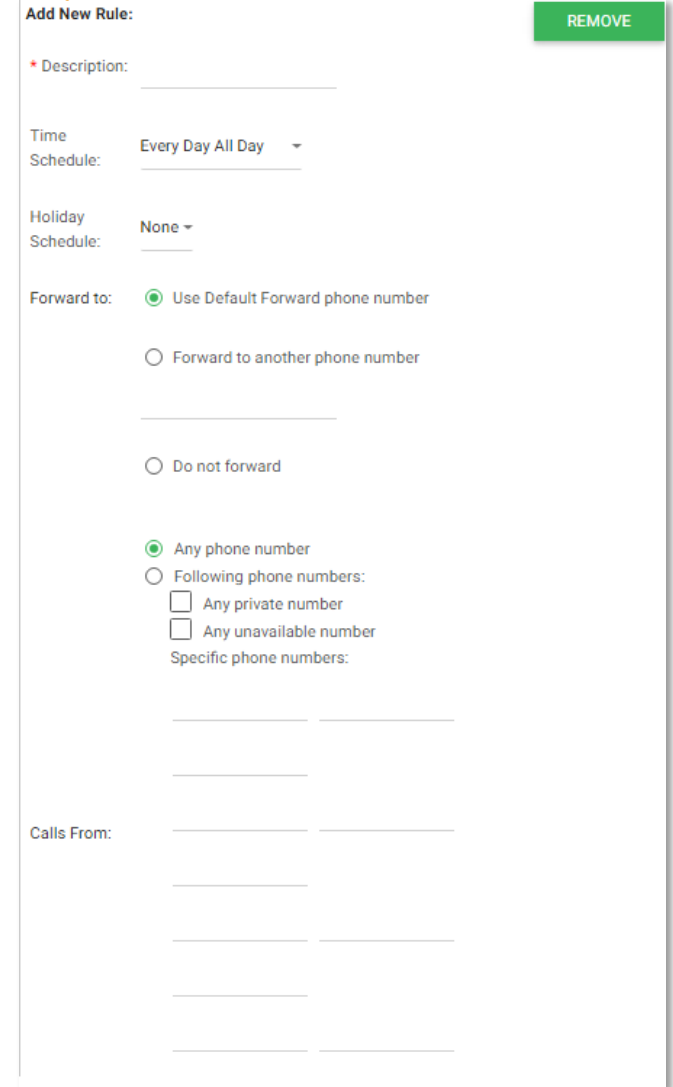
Call Forwarding Selective allows you to forward specific calls matching pre-defined criteria to a different phone number.

Use this service to forward calls from important callers to your cell phone or other alternate number.

Under Call Forwarding Selective on the Calling Features page of your online dashboard:

1. Click **VIEW** to see a summary of your rules
2. Enable or disable the service
3. Enable or disable Ring Reminder
4. Click **ADD RULE** to add a new rule, or click **EDIT** to modify an existing rule
 - a. Create or modify the Description
 - b. Configure the rule to forward to a default number or specified number
 - c. Select a Time Schedule or Holiday Schedule during which this rule will apply
 - d. Enter phone numbers and options that will trigger the rule

Click **SAVE** to keep your changes.

Initiate Call Forwarding

To initiate call forwarding:

1. Press FORWARD from the Home or Lines view
2. Select the Forwarding Type to enable
3. Dial a forwarding number, then press ENABLE

To disable call forwarding:

1. Press FORWARD from the Home or Lines view
2. Select the Forwarding Type to disable
3. Press DISABLE

To enable Per-Call Forwarding:

1. As your phone rings, press FORWARD
2. Dial the forwarding number, then press FORWARD

System-Wide Call Holding

With your Polycom Key system, you can perform a System-Wide Hold.

A System-Wide Hold will allow other users to pick up held calls from any connected VoIP phone within your network.

To perform a System-Wide Hold during a call, press the HOLD key on the phone, or the HOLD soft key.

To resume the call, press the HOLD key on the phone, or the RESUME soft key.

Call Transferring

With your Polycom Key system, you can perform Blind Transfers of calls.

You can also log into the online COV portal to view and edit your Call Transfer settings.


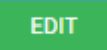
Blind Transfer

To perform a blind transfer during a call:

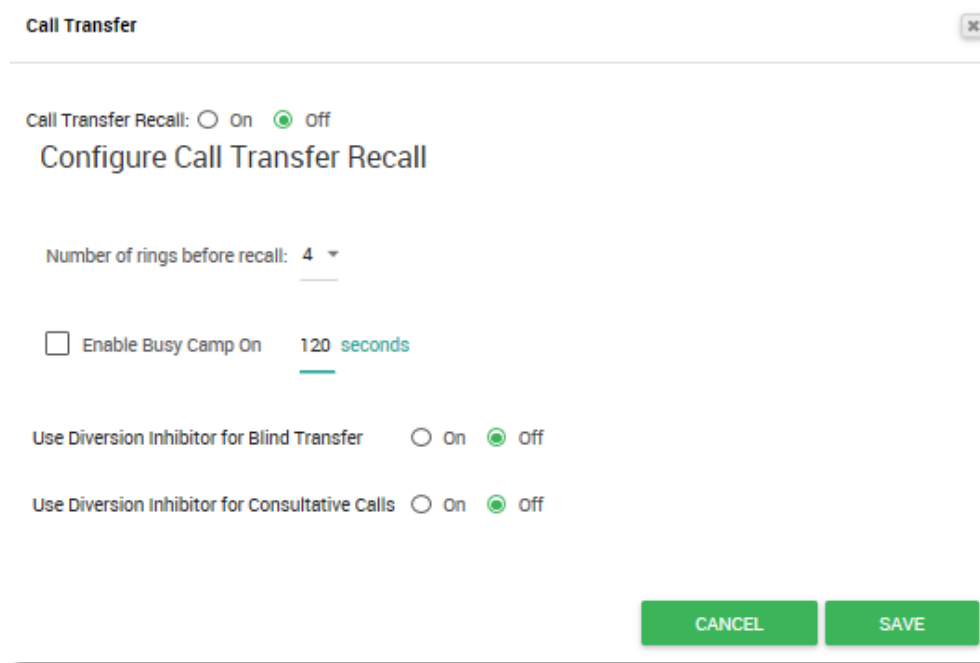
1. Press the TRANSFER key or the TRANSFER soft key
2. Press the BLIND soft key
3. Dial the number or extension you want to transfer the call to
4. Press the SEND soft key
5. Hang up your handset to complete the transfer

Online Settings

To view and modify your Call Transfer settings through the online COV portal:

1. Log into your COV online dashboard
2. Select  **Calling Features** from the left-hand navigation
3. Call Transfer is listed under the Call Control section
4. Click  to view your settings:
 - a. Enable or disable Call Transfer
 - b. Select a number of rings before recall from the dropdown list
 - c. Enable or disable Busy Camp, and enter an amount of time in seconds
 - d. Enable or disable Diversion Inhibitor for Blind Transfer
 - e. Enable or disable Diversion Inhibitor for Consultative Calls

Click  to keep your changes.



Call Transfer ✕

Call Transfer Recall: On Off



Configure Call Transfer Recall

Number of rings before recall: 4 ▾

Enable Busy Camp On 120 seconds

Use Diversion Inhibitor for Blind Transfer On Off

Use Diversion Inhibitor for Consultative Calls On Off

Voicemail Setup

Overview

From the Voice Messaging Main Menu, you can listen to your messages, record or change your Busy and No Answer greetings, and access the Voice Portal Admin Menu to make administrative changes to your voicemail setup, such as changing your passcode.

You can also change your password and passcode through the online COV portal.

The following sections will demonstrate how to:

- [Set up voicemail for the first time](#)
- [Record a Busy greeting](#)
- [Record a No Answer greeting](#)
- [Change your Voicemail Passcode](#)
- [Access your online settings](#)

Setting Up Voicemail

To access your Voice Messaging Main Menu for the first time:

1. Press the MESSAGE key on your phone
2. Dial #1 or press the SELECT soft key
3. Press the CONNECT soft key, then enter your Default Passcode
4. Enter a new 4 to 6 digit passcode, then reenter it when prompted
5. Follow the prompts to enter your name

Menu Options

The following menu options are available in the Voice Messaging Main Menu:

- Press 1 to play messages
- Press 2 to record or change your Busy Greeting
- Press 3 to record or change your No Answer Greeting
- Press 5 to access the Compose and Send menu
- Press 7 to delete all messages
- Press * (star) to access the Voice Portal Admin menu
- Press # (pound) to repeat the menu

Recording Greetings

Busy Greeting

The Busy Greeting will play when Do Not Disturb is activated.

To activate Do Not Disturb, either:

- Press the DND soft key on the main screen, or
- Press the HOME key followed by the DND key

To deactivate Do Not Disturb, simply perform the same action.

To record or change your Busy Greeting:

1. Press the MESSAGE key
2. Dial #1 or press the SELECT soft key
3. Press 2 to access the Busy Greeting Menu
 - Press 1 to record a new Busy Greeting
 - Press 2 to listen to the current Busy Greeting
 - Press 3 to revert to the system default Busy Greeting
 - Press * (star) to return to the Voice Messaging Main Menu
 - Press # (pound) to repeat the menu options

No Answer Greeting

The No Answer Greeting will play if you choose not to answer the call, or if you send the call straight to voicemail.

To record or change your No Answer Greeting:

1. Press the MESSAGE key
2. Dial #1 or press the SELECT soft key
3. Press 3 to access the No Answer Greeting Menu
 - Press 1 to record a new No Answer Greeting
 - Press 2 to listen to the current No Answer Greeting
 - Press 3 to revert to the system default No Answer Greeting
 - Press * (star) to return to the Voice Messaging Main Men
 - Press # (pound) to repeat the menu options


Change Your Passcode

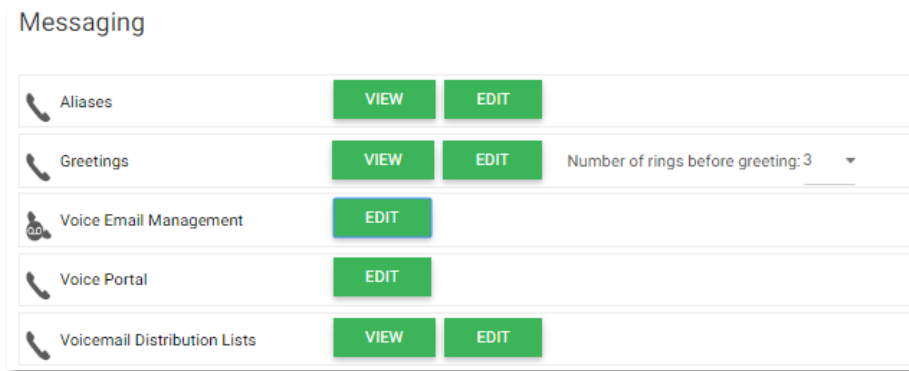
To update your voicemail passcode:

1. Press the MESSAGE key
2. Dial #1 or press the SELECT soft key
3. Press * (star) to access the Voice Portal Admin Menu
 - Press 1 to access the Voice Message Main Menu
 - Press 2 to change your CommPilot Express Profile
 - Press 3 to record your name
 - Press 4 to change your Call Forwarding options
 - Press 6 to make calls
 - Press 8 to change your passcode
 - Press 9 to exit the menu
 - Press # (pound) to repeat the menu options

Online Settings

To view and modify your Voice Messaging and/or Voice Portal settings through the online COV portal:


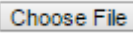

1. Log into your COV online dashboard
2. Select  **Calling Features** from the left-hand navigation
3. Voice Messaging and Voice Portal are listed under the Messaging section



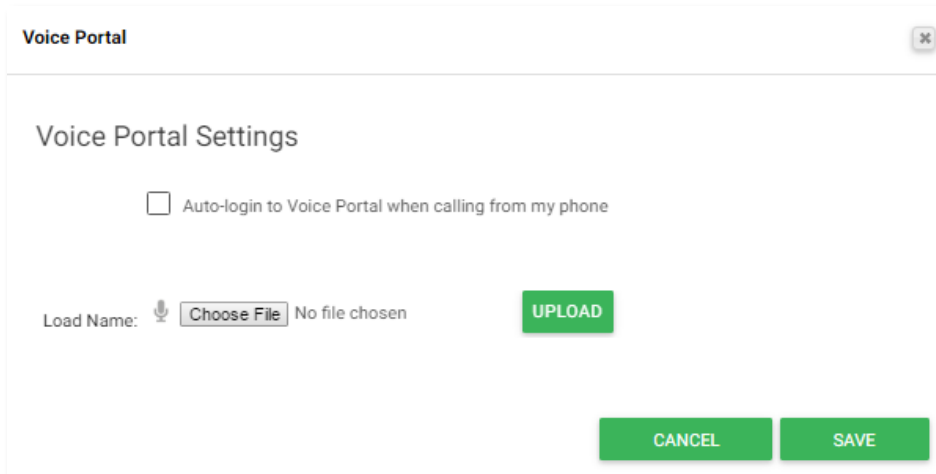
Setting	Action
Aliases	VIEW EDIT
Greetings	VIEW EDIT Number of rings before greeting: 3
Voice Email Management	EDIT
Voice Portal	EDIT
Voicemail Distribution Lists	VIEW EDIT

Voice Portal

Under Voice Portal on the Calling Features page of your online COV dashboard, you may:

1. Click  to open the Voice Portal window
2. Check the box to enable auto-login to Voice Portal when calling from your COV phone
3. Click  to select a .wav or .wma file from your computer to use as your Voice Portal greeting
4. Click  to upload the file


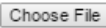

Click  to keep your changes.

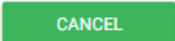
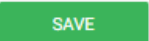


Voice Portal

Voice Portal Settings

Auto-login to Voice Portal when calling from my phone

Load Name:   No file chosen 

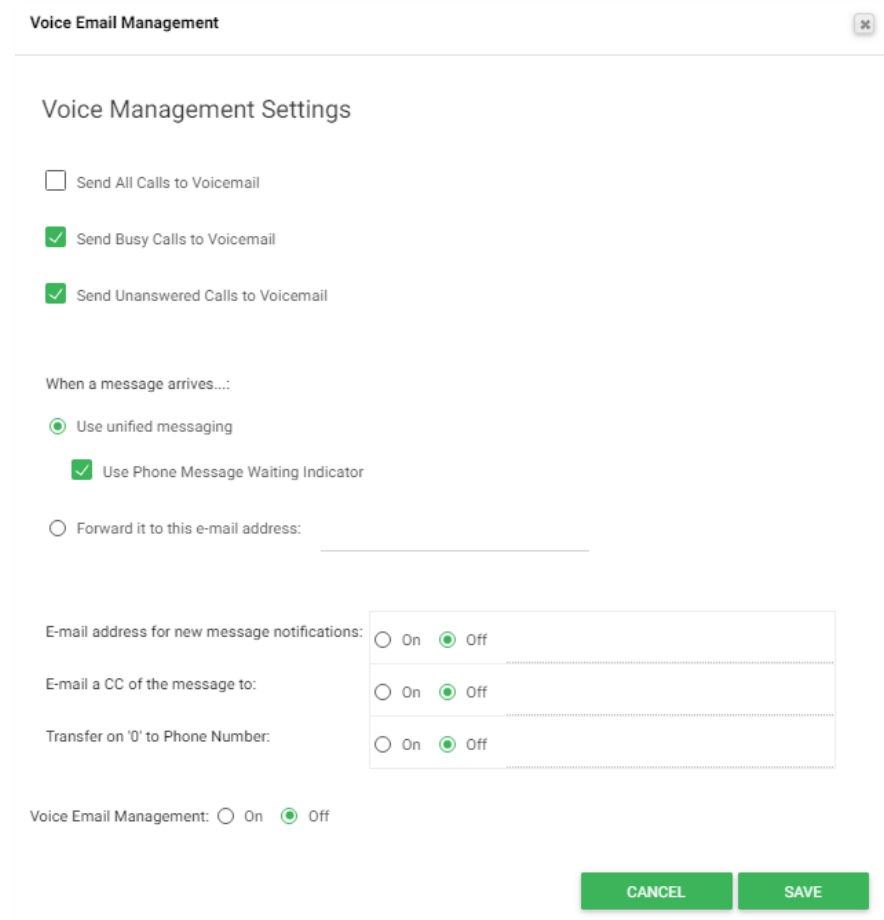
 

Voice Management

Under Voice Management on the Calling Features page of your online COV dashboard, you may:

1. Click **EDIT** to open the Voice Messaging window
2. Enable or disable Voice Messaging service
3. Choose how to handle incoming calls:
 - a. Send all calls to voicemail
 - b. Send busy calls to voicemail
 - c. Send unanswered calls to voicemail
4. Under "When a message arrives," choose from the available options:
 - a. Use Unified Messaging: Retrieve voice messages using your phone and email account
 - b. Forward to Email: Listen to voice messages using email - designate an email address
5. Indicate if you want to be notified by email of new messages
6. Indicate if you want a carbon copy of your message sent to another email address
7. Indicate if callers have the option to transfer to another number in addition to leaving a voice message

Click **SAVE** to keep your changes.



The screenshot shows the 'Voice Email Management' settings window. It includes a title bar with a close button. The main content area is titled 'Voice Management Settings' and contains several sections: 'Send All Calls to Voicemail' (unchecked), 'Send Busy Calls to Voicemail' (checked), and 'Send Unanswered Calls to Voicemail' (checked). The 'When a message arrives...' section has 'Use unified messaging' selected with a radio button, and 'Use Phone Message Waiting Indicator' checked with a checkbox. There is an option to 'Forward it to this e-mail address:' with an empty text field. Below this is a table for 'E-mail address for new message notifications:', 'E-mail a CC of the message to:', and 'Transfer on '0' to Phone Number:', each with 'On' and 'Off' radio buttons. The 'Off' option is selected for all three. At the bottom, there is a 'Voice Email Management:' label with 'On' and 'Off' radio buttons, where 'Off' is selected. Two green buttons, 'CANCEL' and 'SAVE', are located at the bottom right.

Customization

Overview

The following sections will show you how to customize your Polycom phone to meet your needs.

This section will cover:

- [Contact Directory](#)
- [Ringtones](#)
- [Screen Contrast](#)

Contact Directory

Adding Contacts

To add a contact to your directory:

1. Press the HOME key
2. Press the DIRECTORIES soft key
3. Press 1 to access the Contact Directory
4. Press the ADD soft key to add a new contact
5. Enter the contact details, then press the SAVE soft key to save your changes

Editing Contacts

To edit an existing contact in your directory:

1. Press the HOME key
2. Press the DIRECTORIES soft key
3. Press 1 to access the Contact Directory
4. Use the ARROW keys to highlight the contact you want to edit, then press the EDIT soft key
5. Update the contact information, then press the SAVE soft key to save your changes

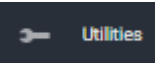
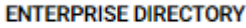
Deleting Contacts

To delete a contact from your directory:

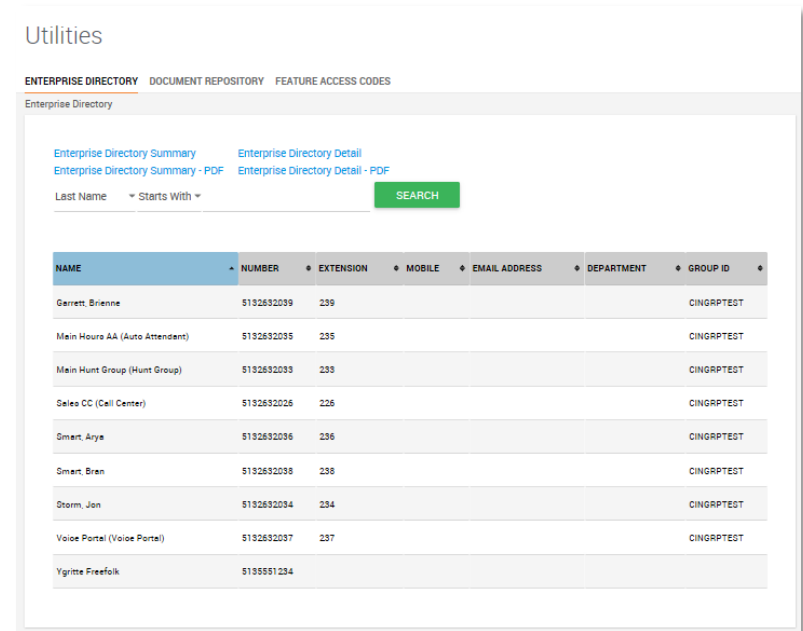
1. Press the HOME key
2. Press the DIRECTORIES soft key
3. Press 1 to access the Contact Directory
4. Use the ARROW keys to highlight the contact you want to delete
5. Press the MORE soft key twice (2x)
6. Press the DELETE soft key to delete the contact

Online Enterprise Directory

To access your Enterprise Directory online:

1. Log into your COV online dashboard
2. Select  from the left-hand navigation
3. Click the  tab from the top of the screen

You can view the Enterprise Directory Summary or Detail in your browser, or download the Summary or Detailed report as a PDF file.



The screenshot shows the 'Utilities' section of a web interface. At the top, there are navigation tabs: 'ENTERPRISE DIRECTORY' (selected), 'DOCUMENT REPOSITORY', and 'FEATURE ACCESS CODES'. Below the tabs, there are links for 'Enterprise Directory Summary', 'Enterprise Directory Detail', and their PDF counterparts. A search bar is present with 'Last Name' and 'Starts With' dropdowns, and a green 'SEARCH' button. Below the search bar is a table with the following data:

NAME	NUMBER	EXTENSION	MOBILE	EMAIL ADDRESS	DEPARTMENT	GROUP ID
Garrett, Brienne	5132632039	239				CINGRPTEST
Main Hours AA (Auto Attendant)	5132632035	235				CINGRPTEST
Main Hunt Group (Hunt Group)	5132632033	233				CINGRPTEST
Sales CC (Call Center)	5132632026	226				CINGRPTEST
Smart, Aya	5132632036	236				CINGRPTEST
Smart, Bran	5132632038	238				CINGRPTEST
Storm, Jon	5132632034	234				CINGRPTEST
Voice Portal (Voice Portal)	5132632037	237				CINGRPTEST
Ygritte Freefolk	5135551234					

Ringtones

To change your ringtone for incoming calls:

1. Press the HOME key
2. Use the ARROW keys to select Settings
3. Press 1 to access Basic Settings
4. Press 4 to access Ring Type
5. Use the ARROW keys to select which line you want to customize
6. Use the ARROW keys to scroll through the list of Ring Types
 - a. Press the PLAY soft key to listen to the ring
 - b. Press the SELECT soft key to check the box and set it as your Ring Type
7. Press the BACK key to return to the Menu

Screen Contrast

To adjust the backlight intensity on your LCD screen:

1. Press the HOME key
2. Use the ARROW keys to select Settings
3. Press 1 to access Basic Settings
4. Press 2 to select Backlight Intensity
5. Use the ARROW buttons to select the status of backlight intensity you want to change
6. Use the UP and DOWN soft keys to adjust the contrast level
7. Press the OK soft key to accept your changes