OfficeSuite UC®
User Guide
Poly Phones
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OfficeSuite UC
User Guide
Poly Phones

Putting all your OfficeSuite UC features to use to be more efficient.

Contact support

Just click on Help Chat on top of the WE Connect Dashboard
http://we.windstream.com

To access the OfficeSuite UC Community, go to the Support tab on the WE Connect Dashboard or visit communities.windstreamenterprise.com/officesuite-uc.
Quick Start Guide

All of your phone’s features and settings will be managed through the phone itself and through our intuitive, online customer portal called WE Connect. An account has been created for you upon purchase in which you will receive an activation email instructing you to set your password.

Once activated, you can login to the portal at http://we.windstream.com to view and manage your system and features.

This quick start guide is designed to provide you with a brief overview of the system.
Poly VVX 350 phone

1. Line Keys (number varies by model)
2. Handset hook (rotate as needed)
3. Speaker
4. Back
5. Transfer
6. Messages (not on 150, 250)
7. Hold
8. Volume
9. Key pad
10. Mute
11. Speaker
12. Headset
13. USB port on side (not on 150, 250)
14. Home
15. Navigate/select
16. Soft keys
17. USB port on back (not on 150)
18. LCD
19. MWI
Quick Start Guide – Using Your Poly Phones

Activating Your Phone
Press the Activate soft key and enter your extension and PIN, then press Activate. If your phone does not have an Activate soft key, contact your technical staff for activation.

Making Calls
External Calls
You must dial a 9+1 then the number, then press the Send key.

Internal Calls
Internal calls can be made by just entering the extension of your colleague, then press the Send key.

International Calls
To make calls outside of the United States, dial 9 + 011 + Country Code + City Code + the phone number of the person you are trying to reach, then press the Send key.

To Record or Change Your Voicemail Greeting
Press the Voicemail key on your phone and enter the default passcode of 1234 (unless you changed it via the WE Connect portal to match your phone PIN) and follow the prompts to record your greeting. Here, you can also reset your passcode.

Listening to Voicemail Messages
From Your Desk Phone
Press the Voicemail key and follow the prompts.

From Any Phone Outside Your Office
1. Call your own phone number
2. During your voicemail greeting press * key and follow the prompts.

Accessing the Company Directory
Press the Home key on your phone, then select Directories. Then, select Corporate Directory to search for employees by typing in the first few letters of their last name and pressing Submit. Once the coworker you are trying to reach is selected, press the Dial key to begin the call.

Using Redial
Press the Redial key to call the last caller you dialed.

Placing a Call on Hold
When you are on a call and would like to put someone on hold, press the Hold key. This places the call on hold. Take the call off hold by pressing the Resume key.
Transferring a Call

Once on an active call, you can transfer a call by pressing the **Transfer** key. Then, dial the internal or external number (don’t forget to dial 9 + 1 for an external call) and press **Transfer** to complete the transfer.

Making a Three-way Call or Conference Call

Dial the first party’s number, then press **Send**. Once the first party answers, press the **Conference** key to dial another party and once they answer press the **Conference** key again to join all parties.

Adjusting Your Phone Display Settings

You can adjust and personalize your phone’s settings by clicking on the **Home** key and then selecting the **Settings** icon and **Basic**.

Adjusting the Speaker Volume

Press - + to adjust the volume of the handset, headset and speakerphone during a call.

Adjusting the Ringer Volume

Press - + when phone is not in use.

Muting a Call

Press the Mute key to mute the microphone during a call. Then press the Mute key to turn off mute.

**NOTE:** This command works whether you are using the headset, handset or speakerphone.

For touchscreen models, use these icons to access features and services (VVX 601 display shown).

For non-touchscreen models, use the Navigation key/Select key.
Quick Start Guide –
Using Features through the WE Connect Portal

Login to the WE Connect Portal at http://we.windstream.com to perform the next set of functions.

**Setting Up How You Receive Voicemails**

There are several ways that you can receive voicemail messages, including via email. To set up how you’d like to receive your messages, click **Settings** on the **My Voicemail widget** and check the box for **Enable Voicemail Notifications** and select your preference and enter the email address of where you would like to receive messages.

**Checking Voicemail Online**

You can check your voicemail right from the portal. Click on **Voicemail** from the **My Voicemail** widget. Here you can listen, sort, delete, save or forward messages.

**Call Twinning**

Enable your cell phone and desk phone to ring simultaneously so you never miss a call. After purchasing this feature, you can easily turn it on through the **My Call Twinning** widget and entering the number you’d like to twin and click **Save**. Then, program a line key as **Twinning Pullback** in WE Connect.
Programming Buttons: Speed Dials And Forwarding Calls to Outside Phones

OfficeSuite UC enables you to program any assigned keys on your phone to whatever numbers you’d like. The most popular buttons to program are Speed Dials, Forward to Voicemail or Cell and Intercom. To program your buttons, click on Configure on the My Phones widget. Select any unassigned programmable soft key and select from the dropdown menu the type of button you’d like to program, enter the number, label it and click Save. Line Keys can be programmed as line appearances, monitor keys, pick up groups, twinning pullback and park location keys.

Searching and Adding Contacts

Click on the Contacts tab on the top navigation of the portal. Here, you can search and create Favorites and import new contacts.
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 OfficeSuite UC phone.

2: Connect Your Phone Handset
Connect your phone handset into the port next to the handset icon on the back of your OfficeSuite UC phone. You may also connect a headset into the port next to the headset icon on the back of your OfficeSuite UC phone.

3: Connect Your PC to Your Phone (Optional)
OfficeSuite UC 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 OfficeSuite UC phone.
Using Your OfficeSuite UC Phone

Activating Your Phone
Press the Activate soft key and enter your extension and PIN, then press Activate. If your phone does not have an Activate soft key, contact your technical staff for activation. Your extension was created by our team when your account was created and when you first logged into WE Connect, you created your numeric PIN.

Making Calls
External Calls
For calls outside your office, simply pick up the handset or press any line key to activate the speakerphone and dial 9 + 1 + the 10-digit phone number, and then press Send.
Example: 9 + 1 + 800 + 555 + 1212

Internal Calls
For calls inside your office, simply pick up the handset or press any line key and dial the extension of your colleague and then press Send. To use the company directory press Home, then Directory and type in the first few letters of the party’s last name using your phone's keypad, or scroll to find their name, then press Dial.

International Calls
To make calls outside of the United States, dial 9 + 011 + Country Code + City Code + the phone number of the person you are trying to reach, then press the Send key.
Example: 9 + 011 + 52 + 55 + 5130 + 5300

NOTE: OfficeSuite UC allows companies to restrict International calls so if you cannot make an international call, please contact your local administrator.

Setting Up Voicemail and Getting Messages
Press the Message key on your phone and enter the default passcode of 1234 (unless you changed it via the WE Connect portal to match your phone PIN). Then, follow the voice prompts to set up your mailbox and change your passcode.

NOTE: Please choose a passcode that is easy to remember for you, but difficult for others to guess.

Recording Your Voicemail Greeting
To record or change your voicemail greeting, hit the Message key on your phone and log in with your passcode followed by the # sign. Then, select option 9 and follow the prompts.

To change your voicemail greeting, click the Message key on your phone or simply call your phone number and press the Star (*) key when you hear your current greeting. Then, enter your voicemail passcode and follow the instructions.

Retrieving Voicemail From Your OfficeSuite UC Phone
When you have a message, your phone indicator light will blink red on your phone. Then, push the Message key and enter your passcode.

Making a Three-way Call or Conference Call
Dial the first party’s number, then press Send. Once the first party answers, press the Conference key to dial another party and once they answer press the Conference key again to join all parties.
Using Redial
Press the Redial soft key to redial the most recently called number. To redial previous numbers, use the call list and scroll through to find the desired number.

Volume Control
Adjusting the Speaker Volume
Press + to adjust the volume of the handset, headset and speakerphone during a call.

Adjusting the Ringer Volume
Press - + when the phone is ringing.

Muting a Call
Press the Mute key to mute the microphone during a call. Then press the Mute key to turn off mute.

NOTE: This command works whether you are using the headset, handset or speakerphone.
Using Other Phones

Parking a Call on One Phone and Retrieving It on Another
The Park/Retrieve feature allows you to put a call on hold at one phone and retrieve it from any other phone in your organization. To use the Park/Retrieve feature, it's best if you program Park Location keys on each phone. Do this via the My Phones widget in the WE Connect portal. Select any unassigned Line key and then select Park Location from the drop-down menu. Select the corresponding location from the Details drop-down (1 through 9) and that key will represent the numbered parking space so you know where the call is parked. When active in a call, press the Park Location key to park the call. The phone display will show the parking lot assignment. You can then Page the party for whom the call is intended and convey the parking space number. The other party retrieves the call from another phone by pressing the Park Location key corresponding to the parking space number of the call. Up to 9 calls can be parked at any time. For information about Expanded Park Locations (up to 90 parking spaces) contact OfficeSuite UC Support.

Log Out of Your OfficeSuite UC Phone
1. Press the Log Out soft key.
2. Press Yes to confirm your log out.

NOTE: When you log in to a different phone, you will be automatically logged out of any other phone that is active unless multi-desking has been enabled.
Hot Desking/Multi-desking

Hot Desking allows you to move around your office and in between multiple locations and simply log into any OfficeSuite UC phone and use it as your own – same number, same speed dials, same voicemail. There is nothing to set up! Simply go to any other OfficeSuite UC phone and if someone else is logged into it, press the **Log Out** key (allow the phone to restart). Click the **Activate** button and enter your extension and your PIN.

The Phone Is Now Yours!

**NOTE:** When you log into another phone, you will automatically be logged out of all other phones, unless your multi-desking is set to greater than one device – up to 5 devices can be used at once when multi-desking is activated.
Using the System from the WE Connect Portal

The WE Connect portal is a revolutionary customer portal that enables you to manage all the preferences and features of your OfficeSuite UC system, including: fax, OfficeSuite HD Meeting and your toll-free service. You will be set up by our team as a WE Connect 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 **WE Connect 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.

**WE Connect App**

Take WE Connect with you wherever you go. Search for “Windstream Enterprise Connect” and download the WE Connect app to your mobile device.
Using the System

Checking Voicemail from Any Phone Outside Your Office
Call your own phone number and during your voicemail greeting, press the Star (*) key and then follow the prompts.

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
OfficeSuite UC 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.

**Setting Up Speed Dials and Memory Keys**

Your OfficeSuite UC 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

OfficeSuite UC 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 WE Connect 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 WE Connect 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 will also be muted. To turn on Do Not Disturb, click the Check on the My Phones Widget.

Forwarding Calls to Your Voicemail

You can pre-program your calls to go straight to your voicemail easily through the WE Connect portal.

Just click on the My Call Forwarding widget and select Voicemail, 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 WE Connect 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.

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**Never Miss a Call With Twinning**

OfficeSuite UC's 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.
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 WE Connect right on your Windows® desktop — no browser required. Chat, launch calls, check voicemail, even update your preferences in real time. Download the app from WE Connect today!

Company-wide Chat

Chatting in WE Connect 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 and personal contacts to your Favorites tab by clicking the star icon next to their name.
Chats

To start a chat, click the solid blue square next to an employee’s name. This indicates that an employee is logged into the portal. It’s important to note that a hollow square with a line through it means an employee is offline.

When new chat messages are initiated, a red square will appear indicating that you have a chat message from a coworker.

911 Calls

OfficeSuite UC 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.

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.
Conferencing with OfficeSuite HD Meeting®

If you have purchased OfficeSuite HD Meeting, you can start or join an HD video, audio or web conference right through the WE Connect 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.

Managing Your Online Fax

If you have purchased OfficeSuite Fax® service, you can manage it through the WE Connect 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.

To upgrade your fax service, or to purchase any additional fax accounts, click the Details button from the My Online Fax widget. You’ll be contacted by our team to complete your order.

The following features need to be added by your administrator in order for the widgets to appear.
Optional Features and Services

We offer a wide selection of phones, soft phones and accessories for your choosing.

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<th>Poly 16-Line or 12-line Color Touch Screen Phone</th>
<th>Poly 12-Line Color LCD Phone</th>
<th>Poly 6-line LCD Phone</th>
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PC and Mac Softphones

With this feature, you can turn any PC, Mac or laptop into a fully-functional phone that is part of your OfficeSuite UC system. Handle calls and manage the system right from your other device. It utilizes the same extension and features as your desk phone, offering seamless communications from anywhere. The softphone can handle up to three simultaneous calls and can also be used to record and store calls as .wav files, helping mobile professionals safeguard their communications.

To get started, click on Manage on the Voice Licenses widget.

Mobile Softphone

OfficeSuite UC Mobile Softphone empowers you to work from anywhere using your regular extension from virtually any smartphone and tablet including iPhone®, iPad® and Android™. You can make and receive calls directly from the device of your choice, but use your business number. No longer use your personal cell phone minutes to make business calls, or worry about international or long distance charges.

Apple Users – Go to the Apple store and download

Android Users – Go to the Google Play store and download

*Additional fees may apply for optional features.
OfficeSuite UC with Windstream SD-WAN

Ensure your real-time communications have a network that can support them! Windstream’s 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.

OfficeSuite UC Contact Center Services

We offer a complete Contact Center Service which includes: call evaluations, reporting, call queuing, live status dashboards and call recording. If you just need inbound and outbound call recording for quality assurance, training, or compliance, we also offer a stand-alone Extension Call Recording service.

OfficeSuite Fax®

OfficeSuite Fax is a revolutionary online faxing service that allows your employees to send and receive faxes directly from their email and through a secure online portal called WE Connect 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.
**OfficeSuite HD Meeting**

With OfficeSuite 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.

To add or buy more OfficeSuite HD Meeting accounts, click on Manage from the HD Meeting Licenses widget.

**OfficeSuite UC PC Console**

Give your front desk the ultimate tool to quickly and easily distribute calls to the right person, voicemail box or department promptly with the ability to monitor the status and availability of up to 400 employees from one desk. Advanced technology enables you to drag and drop calls to transfer or conference, schedule calls ahead of time and view co-worker’s Outlook® calendars for fast and accurate transferring.

*Additional fees may apply for optional features.

**OfficeSuite UC for Chrome**

OfficeSuite UC 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 OfficeSuite UC phone. OfficeSuite UC for Chrome also integrates the WE Connect Desktop app with Gmail, Outlook 365 and Microsoft Dynamics 365, so you have access to all your OfficeSuite UC features from a single screen. OfficeSuite UC 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 OfficeSuite UC Licenses widget and select OfficeSuite UC 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**
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.

**Dentrix**
Know everything about your patients before you answer the phone.

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

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

**Slack**
See coworker presence, make OfficeSuite UC calls and SMS text messages, and launch OfficeSuite HD Meeting within Slack to streamline team collaboration.

**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 OfficeSuite UC.
Powerful Accessories

PoE (Power over Ethernet) Switches from Cisco®
Put phones anywhere, even places where you don’t have an electrical outlet. We offer PoE switches ranging from 8 to 48 ports.

Planatronics SupraPlus Wideband Headset
Features wideband capability and ultra noise-canceling microphone. Check with your representative about compatibility and options.

VVX Color Expansion Module
Compatible with models 301 through 601

VVX EM50 Expansion module
Compatible with model 450 only
Getting Help
We offer many ways to get help and support when using your OfficeSuite UC system.

**WE Connect Portal Support**
The WE Connect portal offers a comprehensive support section with complete guides and instructions, FAQs, helpful videos and a link to our online community with a plethora of information.
Online Community

Our online community offers a wealth of information where you can search by topic, feature, read how-to articles and even post questions where our staff members will answer you. To access the community and create your login, go to the Support tab on the WE Connect Dashboard or visit https://communities.windstreamenterprise.com/OfficeSuite-UC.

How do I set up my voicemail mailbox on my phone?

Howdy, Stranger!

It looks like you're new here. If you want to get involved, click one of these buttons!

Categories
- Recent Discussions
- Activity
- Best Of...
- Unanswered

Categories
- All Categories 111
- General Info 112

WindstreamEnterprise admin April 2014 edited August 22

1. Press the voicemail key on your OfficeSuite phone.

2. Enter the voicemail pin number. The default voicemail pin number is 1234. If 1234 does not work, please see your administrator.

3. An automated voice will take over and walk you through setting up your voicemail recording.

4. Press 1 to setup a "Name Announcement"
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, Poly, 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 Poly 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 Poly, 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 Poly phones comply with the requirements of the EU RoHS Directive. Statements of compliance can be obtained from TypeApproval@Poly.com

Australia:

Warning—This equipment will be inoperable when main power fails.
Copyright, Safety Notices

**Limited Warranty.** Poly 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 Poly or its authorized reseller. Poly’s sole obligation under this express warranty shall be, at Poly’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, Poly 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 Poly. Replacement products or parts may be new or reconditioned. Poly 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 Poly 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 Poly until the returned item is received by Poly. The repaired or replaced item will be shipped to Customer, at Poly’s expense, not later than thirty (30) days after Poly receives the defective product, and Poly will retain risk of loss or damage until the item is delivered to Customer.

**Exclusions.** Poly 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 Poly’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 Poly 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 Poly’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. Poly 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 Poly Authorized Reseller for information about service agreements applicable to your product.

**Software Support.** Poly 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 Poly 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 Poly Reseller from whom the product was purchased.
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Disclaimer. Some countries, states, or provinces do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages for certain products supplied to consumers, or the limitation of liability for personal injury, so the above limitations and exclusions may be limited in their application to you. When the implied warranties are not allowed to be excluded in their entirety, they will be limited to the duration of the applicable written warranty. This warranty gives you specific legal rights which may vary depending on local law.

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