



# PHONE SETUP GUIDE

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**602-368-6400**

## Physical setup

Unpack the new phone and attach the base, cord, and handset. Connect the network cable to the “LAN” or “SW” port on the phone and then to the wall jack in your office. DO NOT use the PC port for the wall connection. If your phone requires a power supply (wall wart) you should connect that. If the phone powers up when you connect the network cable, then it does not need the power supply.

## Voicemail setup

The phone should be fully operational as soon as it boots up. Press the voicemail key to verify this, and set up your voicemail. The system will walk you through setup. The voicemail key looks like an envelope.

You MUST change your voicemail password, which by default is the same as your extension number. If the password is the same as the extension, this triggers the system to prompt you to set up VM every time you call. We recommend a non-obvious 4-digit PIN, however you are free to enter more digits for better security.

We offer a feature to send your voicemails to e-mail. This may or may not be enabled, depending on your company's preferences. We can also set the system to delete the voicemail from the phone when e-mailed, or leave it in both places. This can be changed by sending a support request to us.

## User's Guides

You should have received a PDF copy of the user's guide for your phone, but if not, they are available on our support site (see below). Also, in some cases you may have received a specialized phone that we don't have a specific guide for. In that case we normally send a very similar guide that will work. You should NOT use the paper guide that was included with the phone, as we have some custom features not included there, or which conflict with those instructions.

## If you need help

Your company probably has a central point of contact who will contact us on your behalf. If not, you can call, e-mail, or visit our support site. The support site includes many helpful documents at:

<https://initiatel.freshdesk.com/solution/categories>

To create a support request for any issues not covered in the support documents, you can e-mail or visit the support site:

E-mail: [support@initiatel.com](mailto:support@initiatel.com)

Web: [support.initiatel.com](https://support.initiatel.com)