



# PHM1200 and PHB1100 IP Phone User Guide

Release 1.2

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# Introduction

The Linksys One IP Phone User Guide introduces you to your Linksys One IP phones and provides detailed procedures for using and personalizing your phone settings.



**NOTE:** Each phone comes with a Quick Reference Card. Be sure to refer to the Quick Reference Card for the most commonly used features on the phone.

## About this Guide

The following topics are covered in this guide:

- Chapter 1 "Introduction" describes how this guide is organized.
- Chapter 2 "Getting to Know Your Phone" provides an overview of your phone system.
- Chapter 3 "Using Your Phone" describes the feature and control buttons on your phone.
- Chapter 4 "Using Voice Mail" provides procedures for accessing personal and system voice mail
- Chapter 5 "Using Your User Page" provides procedures on customizing your phone settings such as auto dials and call forwarding.
- Chapter 6 "Using the Auto Attendant" provides procedures for managing the auto attendant.

## Related Documentation

Refer to the *PHM1200 and PHB1100 Quick Reference Guides* on [www.linksysone.com/linksysoneproducts](http://www.linksysone.com/linksysoneproducts) for related documentation.



# Getting to Know Your Phone

The Linksys One IP phones PHM1200 and PHB1100 are wired desktop phones that provide voice communication over the internet. In addition to the phone features you have come to expect from a traditional phone, the Linksys One IP phones also provide:

- Simple automated installation with your Services Router
- Call processing features with integrated Voice Mail and Auto Attendant
- Online control of custom phone features and settings via a User web page

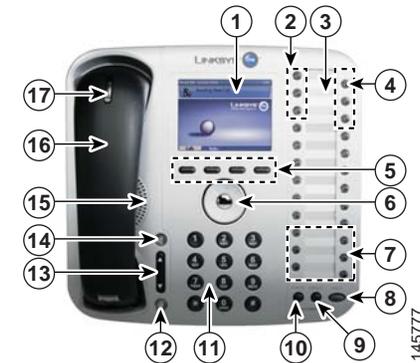
This section provides a detailed overview of your IP phone. It describes the function of each phone button and provides instructions on navigating your phone. The following topics are covered:

- "Understanding Phone Buttons" on page 4
- "Understanding the Phone Screen Interface" on page 5
- "Understanding Line Buttons" on page 6
- "Understanding Your Phone Passwords" on page 7

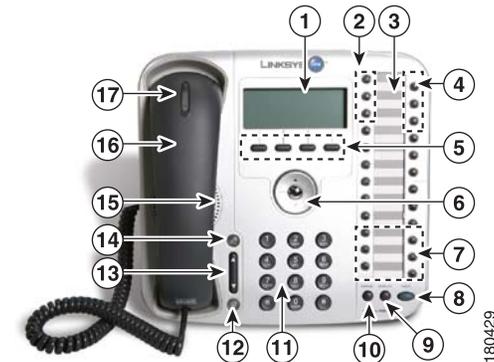
## Understanding Phone Buttons

This table describes the phone buttons on your IP phone. See the button illustration shown at right:

	Description
1	Phone screen serves as your phone "desktop."
2	Intercom buttons are available for handling calls inside your company.
3	The button template lists your intercoms, outside lines, and feature button assignments.
4	Outside line buttons provide access to the external phone lines assigned to you. Use these buttons to place and receive calls outside your company.
5	4 Softkeys.
6	5-position key (PHM1200) OR 3-position navigation key (PHB1100).
7	Feature buttons provide quick access to assigned phone features.
8	<b>Hold</b> button puts a call on hold.
9	<b>Display</b> shows button layout (PHM1200) OR the phone's IP and MAC address (PHB1100).
10	<b>Cancel</b> button cancels the current phone task and displays the previous screen.
11	Phone key pad allows you to dial a phone number and interact with Voice Mail and Auto Attendant systems.
12	<b>Microphone</b> button mutes (red) and unmutes the microphone.
13	<b>Volume</b> control adjusts the volume for the handset speaker and the speakerphone.
14	<b>Speakerphone</b> button enables hands-free calling via the speakerphone or headset. This button turns green when the speakerphone is on.
15	Phone speaker provides hands-free listening.
16	Handset.
17	Voice Message Indicator turns red when you have a voice mail message.



**Linksys One IP Phone Model PHM1200**



**Linksys One IP Phone Model PHB1100**

## Understanding the Phone Screen Interface

### PHM1200 IP Phone

Your phone screen provides access to all calling functions and phone settings. The top of the phone screen displays the current date, time and call state; the bottom of the screen displays the **Calls** tab and **Tasks** tab. Select the **Calls** tab to place and handle calls and select the **Tasks** Tab to view call history, view the button template and access voice mail settings.

### Navigating the Menus

If you want to...	Then...
Select an item on the screen	<ol style="list-style-type: none"> <li>1. Use the arrows on the navigation dial to scroll through menus and tabs.</li> <li>2. Press the center button on the navigation dial to select a highlighted item.</li> </ol>
Go back to the previous screen or exit a screen	Press the <b>Cancel</b> button. On the Voice Mail and the Auto Attendant screens, you can also press the left navigation button to go back to the previous screen.
Erase text on a screen	Press the left arrow on the navigation dial to erase digits you enter on the screen.
Select a softkey tab	Press the button directly below the softkey tab.

Call State	Lines
Idle	
Outgoing call	
Incoming call	
Call connected	
Call on hold	
Error	
Conference call	
Call proceeding	

## PHB1100 IP Phone

Your phone screen displays phone settings, the current date and time, and the call state. See the phone screen icon descriptions at right

## Understanding Line Buttons

### Intercoms:

- Intercom lines are used for making calls to extensions inside your office. They are accessed from the top left feature buttons on your phone.
- The number of Intercom lines is configured by your phone administrator.

### External Lines:

- External lines are used for making outside calls. These lines are accessible from the top right feature buttons.
- The number of lines, which lines (and if the line is shared or private) is configured by your phone administrator.

### Shared Lines:

- Shared lines allow multiple users to access the same line. Incoming calls ring all phones that share the line, and the line button on each phone flashes red.
- When a shared line is in use, the line button on the other phones that share the line are red.
- You cannot make a call on a shared line that is in use.

Call State	Lines
Idle	
Outgoing call	
Incoming call	
Call connected	
Call on hold	
Error	
Conference call	
Call proceeding	

## Understanding Your Phone Passwords

Here is a list of default passwords that you will use to access phone features. Some features may not be available to you and must be enabled by your phone administrator for you to access.

Feature/Action	User	How to Access	Default Password
Manage Personal Voice Mail	All users with a personal voice mailbox.	<ul style="list-style-type: none"> <li>Dial user extension +100 OR</li> <li>Press the Voice Mail feature button.</li> </ul> <p>See "Managing Your Personal Voice Mailbox" on page 25.</p>	<p>User extension +100. This is the same password used to access your User page.</p> <p>Note that if you change this password, you are also changing the password for your User page.</p>
Manage System Voice Mail	Users who have access to the System Voice Mailbox.	<ul style="list-style-type: none"> <li>Dial extension 301 OR</li> <li>Press the System Voice Mail feature button.</li> </ul> <p>See "Accessing Your System Voice Mailbox" on page 28.</p>	301 is the default password.
Call the Auto Attendant	All users	<p>Dial extension 201.</p> <p>See "Accessing the Auto Attendant" on page 35.</p>	No password needed.
Manage the Auto Attendant	Users who have access to the Auto Attendant greetings.	<ul style="list-style-type: none"> <li>Dial extension 209 OR</li> <li>Press the After Hours feature button</li> </ul> <p>See "Managing the Auto Attendant" on page 35.</p>	209 is the default password.

Feature/Action	User	How to Access	Default Password
Access User Page	All users	<p>Enter the following URL:  <a href="https://192.168.10.1">https://192.168.10.1</a></p> <p>See "Login To Your User Page" on page 29.</p>	<p>User extension +100.</p> <p>Your User page password is also used to access your Personal Voice Mailbox. Therefore, if you change this password, you are also changing the password for your Personal Voice Mail.</p>
Call the Operator	All Users	<p>Dial 200</p> <p>If no operator answers, the call is sent to the system voice mail.</p> <p>See "Managing Operator Calls" on page 39</p>	No password needed.

# Using Your Phone

Your Linksys One IP phone includes a range of features for call handling. This section describes your phone's features and how to access them using the feature and line buttons on your phone. This section also describes the features you can access on your PHM1200 IP phone screen. The following topics are covered:

- "Understanding your Phone Features" on page 9
- "Using Your Phone Screen" on page 17

## Understanding your Phone Features

Your phone includes line and feature buttons that allow basic phone tasks such as placing, answering and transferring calls. Your phone also supports advanced call handling features that may not be available to you and must be enabled by your phone administrator.

### Placing a Call

If you want to...	Then...
Place an Internal Call	1. Do any of the following: <ul style="list-style-type: none"> <li>• Lift the handset and press an intercom button.</li> <li>• Press an intercom button to use the speakerphone.</li> <li>• Press the Auto Dial button (see "Using Auto Dial" on page 15).</li> </ul>
Place an Outside Call	1. Lift the handset, the phone goes off-hook on a line OR simply press an outside line button to use the speakerphone. 2. Dial the phone number. The number of digits to dial for outside calls varies, depending on the dial plan options selected for your site.
Place an Emergency Call	Press an outside line button to dial your local emergency service number.

## Answering a Call

If you want to...	Then...
Answer a Call	Lift the handset and press the flashing line button OR press the speakerphone button to answer a call.
Answer a Call While on Another Line	<ol style="list-style-type: none"> <li>1. Press the flashing line button for the incoming call. This puts the previous call on hold.</li> <li>2. Greet the new caller.</li> <li>3. To return to the previous call, press the flashing line button for the call. The second caller will be put on hold.</li> </ol>

## Using Call Transfer

If you want to...	Then...
Transfer a Call	<ol style="list-style-type: none"> <li>1. While on an internal call, press the <b>Transfer</b> feature button.</li> <li>2. Select an intercom and call the number to which you want to transfer the call.</li> <li>3. Announce the call (optional).</li> <li>4. Press <b>Transfer</b> again or hang up.</li> </ol>

## Making Conference Calls

If you want to...	Then...
Make a Conference Call	<ol style="list-style-type: none"> <li>1. Place a call to the first participant.</li> <li>2. Press an intercom button or outside line button and dial the next participant. This puts the first call on hold.</li> <li>3. When the second participant answers the call, press the <b>Conference</b> feature button. The conference button lamp on your phone will light up green.</li> <li>4. Press the intercom or line button for the first call. The participants are now connected in a conference call. A total of three participants can be connected in a call.</li> </ol> <p>Once the call is in progress, the buttons for the intercoms or lines involved in the call light up green.</p>
To End a Conference Call	Hang up. If you created the conference, all participants drop and the call ends. Only the person who created the conference can end it.
To Leave a Conference Call	If you want to leave a conference call that you created, press the <b>Transfer</b> feature button. The other call participants will remain on the call (regular phone call) until they hang up.

## Using the Phone Keypad

If you want to...	Then...
Dial a Phone Number	Use the phone keypad to enter numbers on the phone screen and access Voicemail and Auto Attendant systems.

## Adjusting the Volume

If you want to...	Then...
Adjust the volume control	Press the volume control to adjust the volume for the handset speaker and the speakerphone.

## Using Mute

If you want to...	Then...
Use Mute	Press the microphone button. When the phone is muted, the microphone button LED lights red. To unmute the phone, press the microphone button again.

## Using the Speakerphone

If you want to...	Then...
Place and receive calls using the speakerphone	Press the speakerphone button. The speakerphone button enables hands-free calling via the speakerphone or headset. This button turns green when the speakerphone is on.

## Use the Headset Indicator

If you want to...	Then...
Place and receive calls using the headset	<ol style="list-style-type: none"> <li>1. Plug a headset into the headset port on the back of the phone.</li> <li>2. Press the <b>Headset</b> feature button.</li> <li>3. Press the speakerphone button to place and receive calls using the headset.</li> </ol>

### Display

If you want to...	Then...
Use the Display button	Press the Display button to view the button layout screen on your PHM1200 IP Phone.

### Cancel

If you want to...	Then...
Use the Cancel button	Press the <b>Cancel</b> button to cancel the current phone task and display the previous screen.

### Using Hold and Resume

If you want to...	Then...
Place a Call on Hold	While in a call, press the <b>Hold</b> button on the phone. To resume the call, press the line button for the call.

### Using Call Park

If you want to...	Then...
Park a Call	<ol style="list-style-type: none"> <li>1. During a call, press the <b>Park</b> feature button. The Park lamp turns green.</li> <li>2. Note the Call Park phone number displayed on your phone screen.</li> <li>3. Hang up.</li> </ol>
To retrieve a parked call	<ol style="list-style-type: none"> <li>1. Press the <b>Park button</b> again or dial the call park number using an intercom from any phone on the network.</li> </ol> <p>If a parked call is not retrieved (within 30 seconds), the park lamp display glows red as a reminder for a limited time. Once the call is retrieved, the Park lamp turns off.</p>

### Using Forward All

If you want to...	Then...
Use Forward All	<p>Set <b>Call Forward Always</b> on your phone, the <b>Forward All</b> button lights up, press the <b>Forward All</b> feature button to toggle call forward on or off.</p> <p>To set Call Forward on your phone, see section "Using Call Forward" on page 20.</p>

### Using Redial

If you want to...	Then...
Redial a Number	To dial the last dialed extension or an outside number, press the <b>Redial</b> feature button.

**Using Voicemail**

If you want to...	Then...
Access Voicemail	The Voicemail feature button allows access to your personal voice mailbox. This button lights up when you have a voicemail message. See "Using Voice Mail" on page 23.

**Using System Voice Mail**

If you want to...	Then...
Access System Voice Mail	The System Voice Mail feature button allows you to access the system-wide mailbox. See "Accessing Your System Voice Mailbox" on page 28.

**Using Auto Dial**

If you want to...	Then...
Auto Dial a Number	<ol style="list-style-type: none"> <li>1. Lift the handset and press the Auto Dial button for the phone number or intercom you want to call.</li> <li>2. To use the speakerphone, simply press the Auto Dial button without lifting the handset.</li> </ol> <p>The Auto Dial button corresponds to an Auto Dial number set by you. See "Setting Auto Dial Numbers" on page 32.</p>

## Using After Hours

If you want to...	Then...
Enable or Disable the After Hours Greeting (Button 15)	The After Hours feature button allows you to manually override the After Hours greeting. This feature may not be available to you. See "Enabling the After Hours greeting" on page 38.

## Using Operator

If you want to...	Then...
Answer Operator Calls	The Operator feature button is enabled by your phone administrator. This feature may not be available to you. See "Managing Operator Calls" on page 39.

## Using Operator Do Not Disturb

If you want to...	Then...
Use Operator Do Not Disturb	The Operator Do Not Disturb button is enabled by your phone administrator. This button allows you to opt out of the operator queue. This feature may not be available to you. See "Managing Operator Calls" on page 39.

### Using Do Not Disturb

If you want to...	Then...
Use Do Not Disturb	The Do Not Disturb feature button allows you to disable the phone ringer and call waiting features. Calls get forwarded on no answer to their related destination.

### Using Your Phone Screen

You can also access basic phone features on your Phone screen (PHM1200 IP Phone model only) using the softkeys and navigation button. Some advanced call features that are supported may not be available to you and must be enabled by your phone administrator.

#### Placing a Call

If you want to...	Then...
Place an Internal or Outside Call	Press the calls softkey and select the <b>New Call</b> button.
Place a Call Using the Call History List	<ol style="list-style-type: none"> <li>1. Press the Tasks softkey.</li> <li>2. Select Call History.</li> <li>3. Use the navigation dial to scroll to the number you want to call in the Call History List.</li> <li>4. To place the call, lift the handset and press the center navigation button, or simply press the center navigation button to place the call on the speakerphone.</li> </ol>
Dial from a Local Directory	<ol style="list-style-type: none"> <li>1. Press the <b>Tasks</b> softkey tab and select <b>Local Directory</b>.</li> <li>2. Scroll to the person you want to call and press <b>Dial</b>.</li> </ol>

## Using Hold and Resume

If you want to...	Then...
Place a Call on Hold	While in a call, press the <b>Hold</b> button on the phone screen. To resume the call, press the line button for the call.

## Using Call Transfer

If you want to...	Then...
Transfer a Call	<ol style="list-style-type: none"><li>1. While on an internal call, select the <b>Transfer</b> button on the <b>Calls</b> tab.</li><li>2. Select an intercom and call the number to which you want to transfer the call.</li><li>3. Announce the call (optional).</li><li>4. Select <b>Transfer</b> again or hang up.</li></ol>

## Making Conference Calls

If you want to...	Then...
Make a Conference Call	<ol style="list-style-type: none"> <li>1. Place a call to the first participant.</li> <li>2. Press an intercom button or outside line button and dial the next participant. This puts the first call on hold.</li> <li>3. When the second participant answers the call, Select the <b>Conference</b> button on the <b>Calls</b> Tab. The conference button lamp on your phone will light up green.</li> <li>4. Select <b>Join</b> under the <b>Calls tab</b> for your first call. The participants are now connected in a conference call. A total of three participants can be connected in a call.</li> </ol> <p>When a conference call is in progress, the buttons for the intercoms or lines involved in the call light up green.</p>
To End a Conference Call	Select <b>End Call</b> . If you created the conference, all participants drop and the call ends. Only the person who created the conference can end it.
To Leave a Conference Call	If you want to leave a conference call that you created, select the <b>Transfer</b> feature button. The other call participants will remain on the call (regular phone call) until they hang up.

## Using Call Park

If you want to...	Then...
Park a Call	1. During a call, select the <b>Park</b> button on the <b>Calls</b> tab on your PHM1200 IP phone. The Park lamp turns green.
To retrieve a parked call	1. Select the <b>Park button</b> again.  If a parked call is not retrieved (within 30 seconds), the park lamp display glows red as a reminder for a limited time. Once the call is retrieved, the Park lamp turns off.

## Using Call Forward

If you want to...	Then...
Use Call Forward	1. Press the <b>Tasks</b> softkey tab on your phone and choose <b>Set Call Forward Always</b> . Select an option from the phone menu.  2. When <b>Call Forward Always</b> is active, the <b>Forward All</b> button lights up, press the <b>Forward All</b> feature button to toggle call forward on or off.  To set Call Forward on your User Settings screen. See "Changing Your Call Forward Settings" on page 31.

## Using Voicemail

If you want to...	Then...
Access Voicemail	Press the <b>Tasks</b> softkey tab on your phone and choose <b>Voicemail</b> . See "Using Voice Mail" on page 23.

### Using System Voice Mail

If you want to...	Then...
Access System Voice Mail	Press the <b>Tasks</b> softkey tab on your phone and choose <b>System Voicemail</b> . See "Accessing Your System Voice Mailbox" on page 28.

### Using Support

If you want to...	Then...
Display Support information	Press the <b>Tasks</b> softkey tab on your phone and choose <b>Support</b> to display site and phone information



# Using Voice Mail

The Linksys One IP phones include an integrated voice mail application for high-quality voice messaging services. You can access voice mail from your phone using the **Voice Mail** menu on your phone screen, or from any phone using the voice mail prompts. When you receive a new message, the message waiting indicator lights up on your phone and a stuttered dial tone is played when you go off hook (if configured).

This section provides procedures for accessing and managing your personal and system voice mailbox. The following topics are covered:

- "Accessing Personal Voice Mail Using Voice Prompts" on page 23
- "Accessing Voice Mail Using the Phone Screen" on page 24
- "Managing Your Personal Voice Mailbox" on page 25
- "Accessing Your System Voice Mailbox" on page 28

## Accessing Personal Voice Mail Using Voice Prompts

*Using an Intercom Button:*

1. Select an intercom on your phone and dial your voice mail phone number. Your voice mail number is your intercom extension plus 100.

Intercom = 210

Voice Mail Number = 310

For security purposes, it's a good idea to change your password the first time you login to your voice mail. See "Changing Your Voice Mail Password" on page 27.

2. Follow the voice prompts to record your name, access voice mail and change personal settings.

*Using an Outside Phone*

- From an outside phone, access the Auto Attendant and dial your voice mail number.



**NOTE:** If you have a private line, you can access the Auto Attendant remotely by modifying the call forward destination on your User Settings screen. See "Changing Your Call Forward Settings" on page 31. Otherwise, contact your phone administrator for information on accessing the Auto Attendant.

*Using the Voice Mail Feature Button:*

1. Press the **Voice Mail** feature button.
2. Follow the voice prompts to record your name, access voice mail, and change personal settings.

## Accessing Voice Mail Using the Phone Screen

*On your PHM1200 IP phone screen:*

1. Press the **Tasks** softkey tab and select **Voice Mail**.
2. On the Voice Mail menu, select the desired Voice Mail option.

See table below for options that are available to you on the Voice Mail menu (you can click the back arrow on the navigation dial to return to the previous menu):

Option	Description	Action
New Messages	Displays a list of new messages in your voice mailbox, including the caller ID, date and time stamp, and length of the message.	<ol style="list-style-type: none"> <li>1. Click the <b>Play</b> tab to listen to the message or click the <b>Save</b> tab to save the message.</li> <li>2. Press the forward navigation key for advanced message handling options.</li> </ol>

Option	Description	Action
Saved Messages	Displays a list of the saved messages in your voice mailbox, including the caller ID, date and time stamp, and length of the message.	Click the <b>Play</b> tab to listen to the message or click the <b>Trash</b> tab to send the message to the Trash. You can still access this message from the <b>Trash</b> menu option. Press the forward navigation key for advanced message handling options.
Trashed Messages	Displays a list of messages you have sent to the trash, including the caller ID, date and time stamp, and length of the message.	Click the <b>Play</b> tab to listen to the message or click the <b>Shred</b> tab to completely erase the message. Press the forward navigation key for advanced message handling options.
Voice Mail Options	Displays menu items for recording greetings, changing personal settings, and changing notification settings.	See "Managing Your Personal Voice Mailbox" on page 25 for details on how to use the <b>Voice Mail Options</b> menu. Press the forward key for advanced message handling options.

## Managing Your Personal Voice Mailbox

The following sections help you set up your voice mail using the phone screen interface on your PHM1200 IP phone:

- "Recording Voice Mail Greetings" on page 26
- "Recording Your Name" on page 26
- "Changing Your Voice Mail Password" on page 27
- "Changing Voice Mail Notification Settings" on page 27

If you want to set up your voice mail using voice prompts, see "Accessing Personal Voice Mail Using Voice Prompts" on page 23.

## Recording Voice Mail Greetings

You can record two types of greetings: a **Primary** Greeting and an **Alternate** greeting.

1. On your phone, press the **Voice Mail** feature button or press the **Tasks** softkey tab and select **Voice Mail**.
2. On the phone screen, use the navigation dial to highlight and select **Options**.
3. Select **Greetings**.
4. Select **Primary Greeting**.
5. Press the **Record** softkey.
6. Follow the instructions on the screen to record your primary greeting.
7. Press the **Play** softkey to playback your greeting. If you'd like to re-record it, press the **Record** softkey again and follow the instructions on the screen.
8. When you are satisfied with your greeting, highlight and select **Primary Greeting** to set this as the message that callers will hear. You'll see a green check mark next to the **Primary Greeting** menu option.
9. If desired, record an alternate greeting. Perform the same steps above, selecting **Alternate Greeting** instead of **Primary Greeting**.

## Recording Your Name

1. On your phone, press the **Voice Mail** feature button or press the **Tasks** softkey tab and select **Voice Mail**.
2. On the phone screen, use the navigation dial to highlight and select **Options**.
3. Select **Personal Settings**.
4. Select **Recorded Name**.
5. Press the **Record** softkey.
6. Follow the instructions on the phone screen to record your name. When recording is complete, the phone screen displays "Recording Successful!".

7. Press the **Play** softkey to playback your recorded name. If you'd like to re-record it, press the **Record** softkey again and follow the instructions on the screen.



**NOTE:** You must record a name to appear in the Auto Attendant directory for callers searching by name.

## Changing Your Voice Mail Password

1. On your phone, press the **Voice Mail** feature button or press the **Tasks** softkey tab and select **Voice Mail**.
2. Select **Options**.
3. Select **Personal Settings**.
4. Select **Change Password**.
5. Enter a new password and press the **Enter** softkey.
6. Confirm your new password and press **Enter** again.



**NOTE:** Your voice mail password is the same password you use to access your User page. Therefore, if you change it here, you'll need to use the new password to log in to your User page. See "Login To Your User Page" on page 29.

## Changing Voice Mail Notification Settings

When you have a new voice mail message in your voice mailbox, the message waiting indicator on the phone handset lights up red and you'll also hear a "stutter" dialtone when you go off hook. If desired, you can disable the stutter dialtone notification as follows:

1. On your phone, press the **Voice Mail** feature button or press the **Tasks** softkey tab and select **Voice Mail**.

2. Select **Notification Settings**.
3. Select the **Disable** tab to clear the checkbox next to **Stutter Dialtone**.

You can enable the stutter dialtone notification at any time by selecting the **Enable** tab on the **Notification Settings** phone screen.

## Accessing Your System Voice Mailbox

Each Linksys One phone has one system voice mailbox. However, additional mailboxes can be enabled if desired. Your phone administrator can assign a maximum of 4 system voice mailboxes on your phone. You can access your system voicemail as follows:

*Using an Intercom Button:*

1. Select an intercom on your phone and dial the default extension 301 (or the extension number for your system-wide mailbox as applicable).

*Using an Outside Line:*

- From an outside line, access the Auto Attendant and dial extension 301 (or the extension number for your system-wide mailbox as applicable).



**NOTE:** If you have a private line, you can access the Auto Attendant remotely by modifying the call forward destination on your User Settings screen. See "Changing Your Call Forward Settings" on page 31. Otherwise, contact your phone administrator for information on accessing the Auto Attendant.

*Using the System Voice Mail Feature Button:*

1. Press the **System Voice Mail** feature button to access your system-wide mailbox.

# Using Your User Page

Although most system settings are already set for you, you can control some phone features and settings on your User Page using the web browser on your computer. Once you define your phone settings, you can access them on your phone.

This section describes how to access your User Page and related screens. The following topics are covered:

- "Login To Your User Page" on page 29
- "Changing Your User Account Password" on page 30
- "Changing Your Call Forward Settings" on page 31
- "Setting Auto Dial Numbers" on page 32
- "Viewing Phone Button Assignments" on page 33
- "Installing the Button Template on Your Phone" on page 34

## Login To Your User Page

1. Open a browser on a DHCP-enabled computer that is connected to your phone and type:

**`https://192.168.100.1`**

**OR**

**`https://phoneadmin`**

2. When presented with a login screen, enter the following information:

User: **<3-digit phone extension>**

Password: **<3-digit phone extension + 100>** by default

## Changing Your User Account Password

The first time you access your User page you will be prompted to change your password.



**NOTE:** If you change your password on your User page, you are also changing it for your voice mail (and vice-versa).

For security purposes, it's a good idea to change your password the first time you login to the User page or the first time you access voice mail.

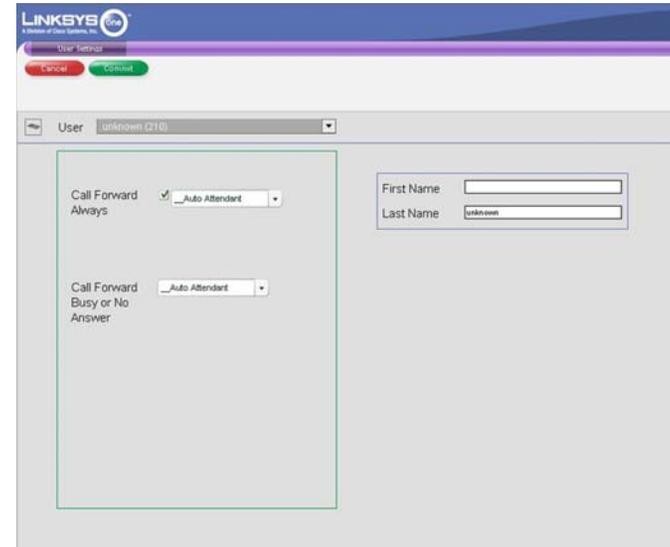
Here's how to change the password for your User page. You can also change your password from the **Voice Mail** menu on the phone screen. See "Changing Your Voice Mail Password" on page 27.

1. Login to your User web page.
2. Click on **Accounts**.
3. In the Password Change section, type your old and new password. For password verification, type your new password again.
4. Click the **Commit** button to save your changes. Your password will be updated immediately.

## Accessing Your User Settings

Use your web-based **User Settings** screen to set your call forwarding options and change the name assigned on your phone. To access your User Settings screen:

1. Login to your User web page.
2. Click on **Phone Applications**.
3. Click on **User Settings**.



## Changing Your Call Forward Settings

You can personalize your call forward destinations on your User Settings screen. Two call forwarding options are available: Call Forward Always and Call Forward Busy or No Answer.

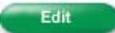


**NOTE:** Call Forward Always and Call Forward No Answer affect all intercoms and lines.



**NOTE:** If your phone administrator has already configured call forward settings for you, the call forward destinations will not be available on the User Settings screen.

To change your Call Forward Always settings:

1. Open your **User Settings** screen.
2. Click  .
3. Click the Call Forward Always checkbox.
4. Choose a call forward destination from the drop down box (see table).
5. Click  . Your changes take effect immediately.



**NOTE:** You can also personalize your Call Forward Always setting from the phone screen. See "Using Your Phone Screen" section for more information.

Call Forward Option	Description
Call Forward Always	All calls are forwarded to the specified destination before ringing.
Call Forward Busy or No Answer	If the user's extension is busy or there is no answer, calls are forwarded to the specified destination.

Call Forward Destination	Description
Auto Attendant	All Incoming calls are forwarded to the Auto Attendant.
Personal Voice Mail	All Incoming calls are forwarded to your personal voice mailbox.
Operator	Unanswered calls on this line are forwarded to the system operator.
Intercom Of	Calls are forwarded to the intercom number set here.
Voice mail of	All incoming calls are forwarded to the voice mail of the Intercom number set here.
VM_System	All incoming calls are forwarded to the company's voice mailbox or one of the four system voice mailbox.





- On the **Advanced** tab, scroll down to the section titled **Printing**.
- Check the box **Print Background Colors and Images** and click **OK**.
- Choose **File > Print** from your browser menu bar.
- Select the desired printer options and print the template.

*To print the template using the Firefox browser:*

- On your browser menu, choose **File > Page Setup**
- Choose **Format and Options** tab, click on the **Print Background** checkbox.

## Installing the Button Template on Your Phone

1. Trim the phone button template so that it fits on your phone.
2. Remove the plastic cover over the current button template on your phone.
3. Insert the new phone button template.
4. Replace the plastic cover.

# Using the Auto Attendant

The Linksys One IP phones include an Auto Attendant application that helps callers to quickly reach the right person or hear information they need without the assistance of an operator 24 hours a day, 7 days per week.

This section provides procedures for accessing and administering the Auto Attendant application. The following topics are covered:

- "Accessing the Auto Attendant" on page 35
- "Managing the Auto Attendant" on page 35

## Accessing the Auto Attendant

The Auto Attendant application integrates with the office directory, allowing callers to reach their intended party using 'dial by name or extension number' functionality. The Auto Attendant also features the ability for callers to talk "Live" to an Operator by pressing '0' in response to an Auto Attendant query.

You can access the Auto Attendant application by dialing the intercom or extension 201 and following the voice prompts.

## Managing the Auto Attendant

To manage the Auto Attendant greetings and password, you will have to have administrative access to the Auto Attendant application. This is controlled by your phone administrator.

If you do have administrative access, you can access the Auto Attendant Administration extension as follows:

- Dial intercom 209 and following the voice prompts
- Use the **Tasks > Auto Attendant** menu on your PHM1200 IP Phone.
- Selecting the After Hours feature button (if enabled on your phone by your phone administrator; disabled by default).

You can then refer to the following sections for managing the Auto Attendant:

- “Recording the Auto Attendant Greeting” on page 36
- “Enabling the After Hours greeting” on page 38
- “Changing the Auto Attendant password” on page 39

## Recording the Auto Attendant Greeting

You can change the greeting the Auto Attendant plays to callers before presenting the menu options. For example, you may want to greet the caller with your company name before presenting the menu options. You can record a Main greeting and an After Hours greeting for the Auto Attendant.

To record a greeting using the PHM1200 phone screen interface:

1. Select **Tasks > Auto Attendant** from your phone screen.
2. Type the password for the Auto Attendant. The first time you access the Auto Attendant the default password is set to 209. See “Changing the Auto Attendant password” on page 39.
3. To record the Main greeting, select **Main Greeting** on the Auto Attendant phone screen.
4. Press the **Record** softkey.
5. Follow the instructions on the phone screen to record the greeting you want callers to hear during regular business hours. When recording is complete, the phone screen displays “Recording Successful!” and returns to the Auto Attendant phone screen.
6. Press the **Play** softkey to playback your greeting. If you’d like to re-record it, press the **Record** softkey again and follow the instructions on the screen.
7. To enable the Main Greeting, select **Main Greeting** on the Auto Attendant phone screen. When enabled, a green check mark displays next to **Main Greeting**.
8. To record the After Hours greeting, follow steps 1-7 above, selecting **After Hours Greeting** instead of **Main Greeting**.

To record a greeting using the Auto Attendant voice prompts for your IP phones:

1. Do one of the following:

- Open an intercom on your phone and dial the Auto Attendant Administration extension (209)
- From an outside line, use the Auto Attendant to transfer to the Auto Attendant administration extension (209)



**NOTE:** If you have a private line, you can access the Auto Attendant remotely by modifying the call forward destination on your User Settings screen. See "Changing Your Call Forward Settings" on page 31. Otherwise, contact your phone administrator for information on accessing the Auto Attendant.

2. Type the password for the Auto Attendant. The first time you access the Auto Attendant the default password is set to 209. See "Changing the Auto Attendant password" on page 39.
3. Follow the voice prompts to record a Main greeting and an After Hours greeting.

## Enabling the After Hours greeting

Your phone administrator defines the times that the Auto Attendant plays the Main Greeting and the After Hours greeting. However, you can override this setting by pressing the After Hours button or by choosing a greeting from the Auto Attendant phone menu on your PHM1200 phone as follows:

1. Open the Auto Attendant menu on your phone screen and select the greeting you want to play: Main Greeting or After Hours. A green checkmark indicates which greeting is currently enabled.



**NOTE:** When you override the Auto Attendant greeting, your setting stays in affect until the next greeting window defined for your phone system. Contact your phone administrator for information on the greeting windows defined for your phone system.

## Changing the Auto Attendant password

To change the Auto Attendant password:

1. Do one of the following:
  - Open an intercom on your phone and dial the Auto Attendant Administration extension (209).
  - From an outside line, access the Auto Attendant and enter your Auto Attendant Administration extension (209) when prompted.



**NOTE:** If you have a private line, you can access the Auto Attendant remotely by modifying the call forward destination on your User Settings screen. See "Changing Your Call Forward Settings" on page 31. Otherwise, contact your phone administrator for information on accessing the Auto Attendant.

2. Choose option 3 from the Auto Attendant voice prompt menu.
3. Follow the voice prompts to change the password.

## Managing Operator Calls

Your phone administrator can add you as a "Live" Operator; this enables the Operator, Operator DND and System Voice Mail feature buttons on your phone. When a caller presses zero in response to an Auto Attendant prompt or gets transferred to the operator (via extension 200), the calls get routed to your phone or multiple phones that are assigned as operators in the list. You can opt out of the list by selecting the Operator DND (do not disturb) button. You can also access messages using the System Voice Mail feature button.



# Linksys One Contact Information

Need to contact Linksys One?

Visit us online for information on the latest products and updates to your existing products at:

[www.linksysOne.com](http://www.linksysOne.com)

Can't find information about a product you want to buy on the web? Do you want to know more about networking with Linksys One products? Give our advice line a call at:

866-870-5826

Don't wish to call? You can e-mail us at:

[www.linksysOne.com](http://www.linksysOne.com)

Normal business hours are from 8 am - 5 pm Central Time, Monday - Friday.

If you experience problems with any Linksys One product, you can call us at:

866-870-5826

Don't wish to call? You can e-mail us at:

[www.linksysOne.com](http://www.linksysOne.com)

You can reach Linksys One technical support 24 hours a day, 7 days a week.

If any Linksys One product proves defective during its warranty period, you can call the Linksys One Return Merchandise Authorization (RMA) department for obtaining a Return Authorization Number at:

866-870-5826

Don't wish to call? You can e-mail us at:

[www.linksysOne.com](http://www.linksysOne.com)

(Details on Warranty and RMA issues can be found in the Warranty Information section in this Guide.)

