



Cloud Voice

Phone Installation Guide



■ CONTENTS

Getting Started	3
Easy Set-Up	4
Online Access.....	7
Voicemail Set-Up.....	8
FAQ & Trouble Shooting.....	9

■ GETTING STARTED

There are four Polycom phone models and these simple install steps apply to all phone models.

These phones not only connect you to the outside world but also have a pass-through that connects to your computer for internet- no need for two separate network connections.

Remember, you do need an active internet connection for the phones to work, and it doesn't have to GCI internet—but if you want to find out more about GCI plans and services please reach out at 800-800-4800

If you need help with these instructions you can find out more online at gci.com/support/phone/cloudvoice or call 907-334-3653 between 8:00 a.m. and 9:00 p.m. seven days a week.

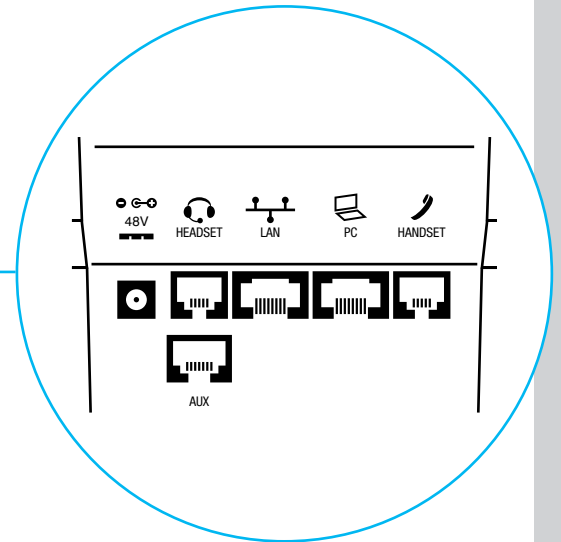
■ WHAT'S IN THE BOX?

INSIDE EACH BOX YOU WILL FIND

- Your Polycom Phone(s)
- A power over ethernet (POE) patch cable
- A power cord (this is optional and only available for select models)
- These instructions

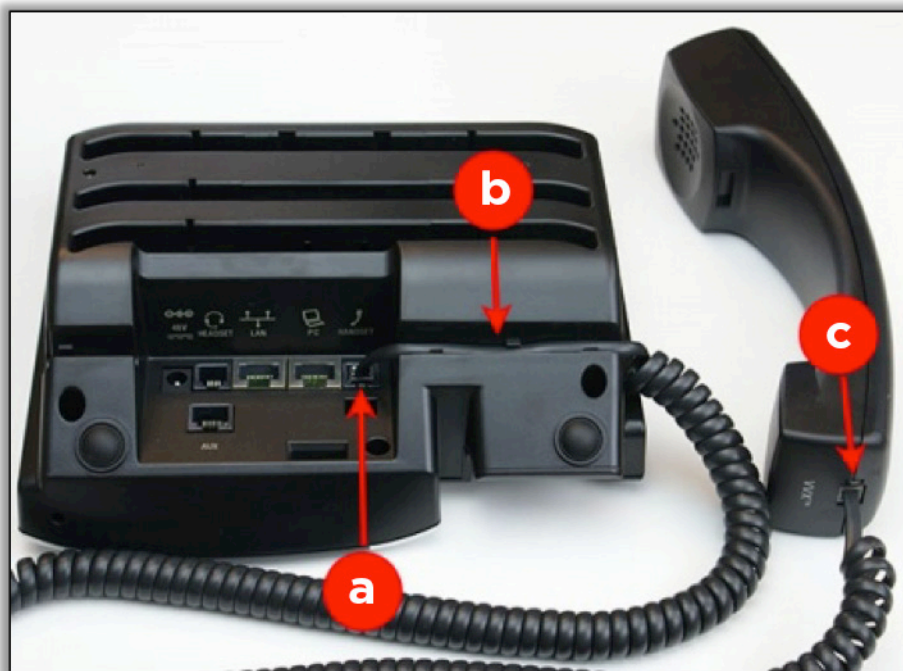
EASY SET-UP

1. Turn your new phone over to see the ports in the back



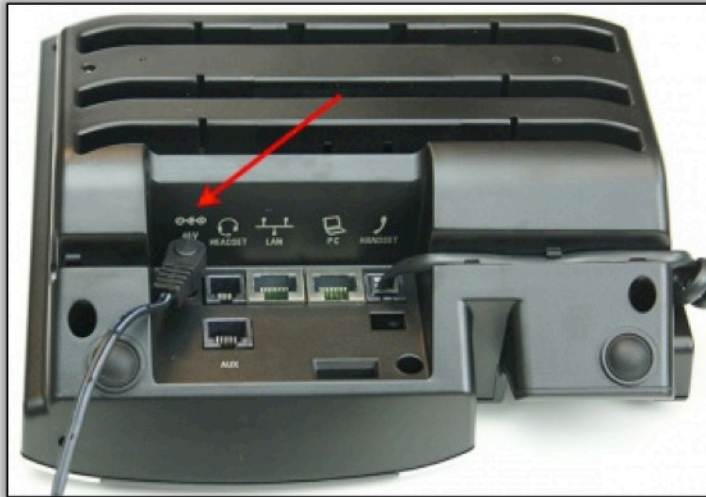
2. Connecting the Handset

- a. Connect your handset to the back of the phone in the 'handset' port—it's the port all the way to the right
- b. Thread the straight end of the cord through the channel in the phone
- c. Plug the other end of the cord to the handset



3. Connecting to Power

- a. Your phone is powered over ethernet (POE) but some phones come with an optional 48V power cord.
- b. Connect it to the back of the phone as shown





4. Connecting your Phone to Your Network

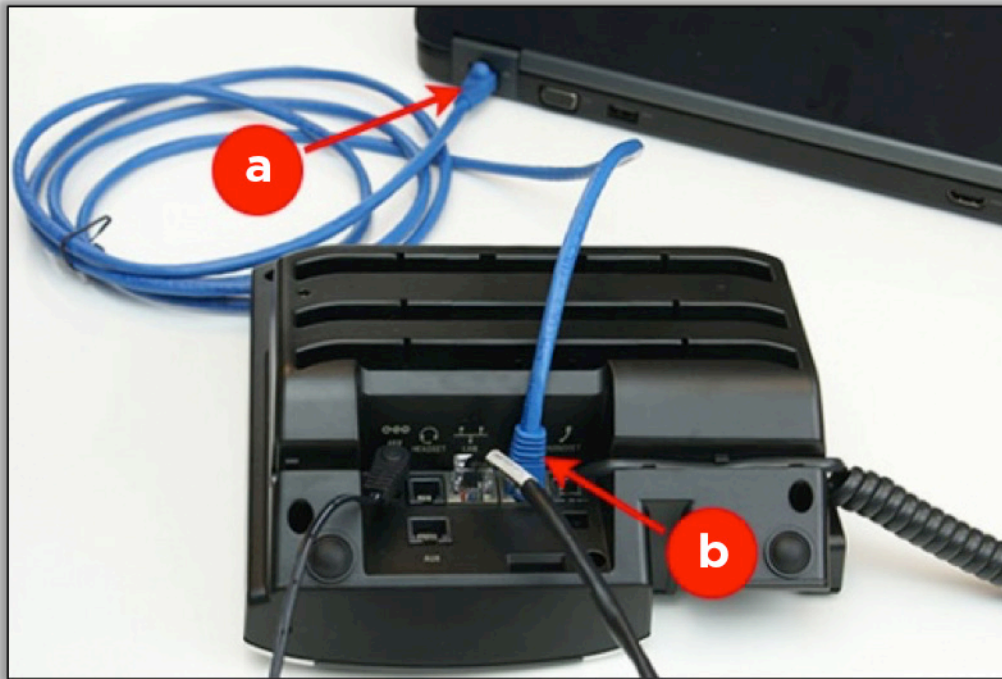
Plug an ethernet cable into the port marked with the Ethernet symbol (+) and labeled LAN on the back of the phone and connect to your network.



5. Connecting to Your Computer

Once your phone is connected to the network via the ethernet port  labeled LAN on the back of the phone.

- a. Plug one end of a second ethernet cable into the port with the computer icon labeled PC  on the phone.
- b. Plug the other end of the second ethernet cable into the computer.



6. You're set!

- a. Your phone is pre-provisioned before delivery so after a short boot-up you should be able to use it right away
- b. You will see a screen that says “application is starting” and your phone may beep during boot-up—that’s normal
- c. Once it is done you should see your number with a check-mark indicating it has successfully registered
- d. If not, please check the FAQ section for some troubleshooting tips



■ ONLINE ACCESS

Along with your phone(s) you will also receive access to the Cloud Voice Customer Portal and the Cloud Voice App.

- Since GCI values your security, your username and password are not included with your install guide
- Please call support at call 907-334-3653 between 8:00 a.m. and 9:00 p.m. seven days a week to retrieve it
 - *This username and password will be used for both the Cloud Voice App and the Cloud Voice Customer Portal*

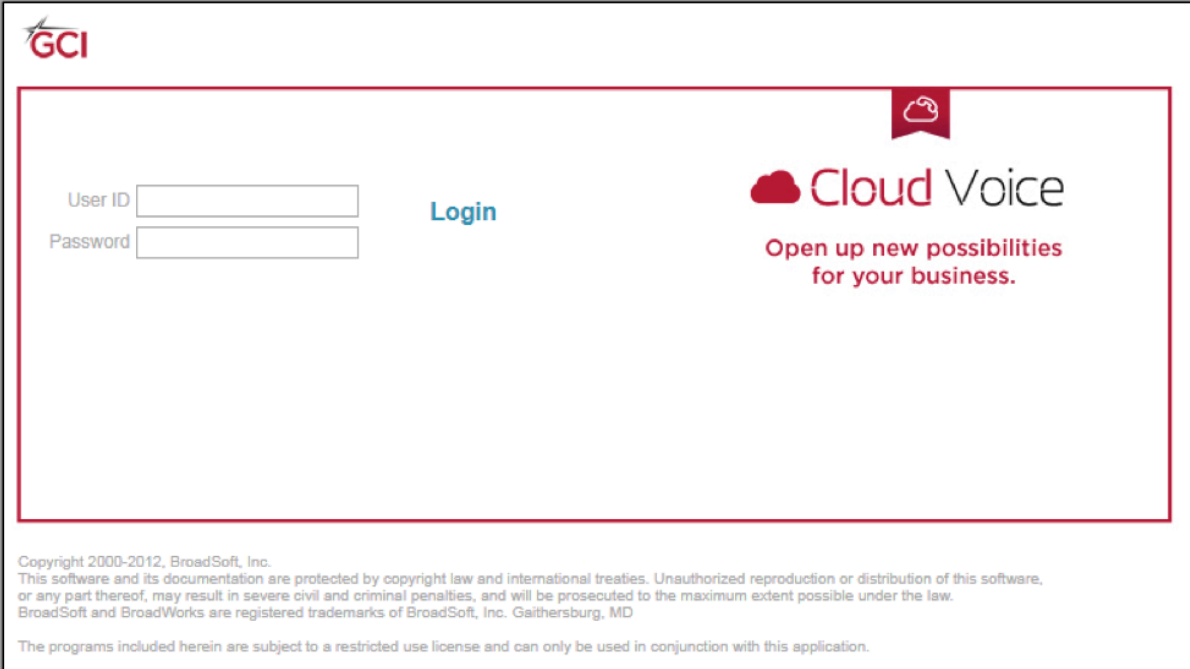
LOGGING IN

1. To use the GCI Cloud Voice App

- a. Download the GCI Cloud Voice app from the Google Play store or the Apple iTunes store
- b. Enter in your phone number and included password and you are all set
- c. For full instructions please visit gci.com/support/mobile/cloudvoice

2. To use the GCI Customer Portal

- a. Visit this URL: <https://sipportal.gci.com/>
 - i. Enter in your UserID (which is your phone number) and password
 - ii. For full instructions, including how to change settings in the portal, please visit gci.com/support/phone/cloudvoice




GCI

User ID

Password

Login

 **Cloud Voice**

**Open up new possibilities
for your business.**

Copyright 2000-2012, BroadSoft, Inc.
This software and its documentation are protected by copyright law and international treaties. Unauthorized reproduction or distribution of this software, or any part thereof, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law.
BroadSoft and BroadWorks are registered trademarks of BroadSoft, Inc. Gaithersburg, MD
The programs included herein are subject to a restricted use license and can only be used in conjunction with this application.

■ VOICEMAIL SET-UP

Voicemail can be included with Cloud Voice at no additional cost. To access your voicemail, follow these steps...

1. You can click the top banner labeled “Voicemail Login” when logged in to the Cloud Voice portal

- a. This will open the voicemail in a new tab



2. You can also visit voicemail.gci.com

- a. Enter in your phone number and the last 5 digits of your phone number to access your voicemail



3. From your phone

- a. Press the envelope icon and enter in the last 5 digits of your phone number

■ FAQ & TROUBLESHOOTING

Remember, you can visit gci.com/support/phone/cloudvoice for more information or call 907-334-3653 between 8:00 a.m. and 9:00 p.m. seven days a week.

MY PHONE WON'T POWER ON

- a. Check to make sure you have the ethernet cable firmly seated in to your phone and the wall
 - i. You should hear a 'click' when it is completely seated
- b. Check to make sure your internet is working
 - i. If not, please reach out to your service provider for help
- c. If you checked these and it's still not power on, it might not be powered over ethernet
 - i. Please reach out to GCI for further troubleshooting

MY PHONE IS ON, BUT IT HAS A "X" NEXT TO THE PHONE INSTEAD OF A CHECK-MARK

- a. This happens during registration sometimes
- b. Remove the power to your phone to re-boot it
- c. If still not check-mark; reach out to GCI

MY PHONE IS POWERED ON, AND HAS A CHECK-MARK, BUT I CAN'T MAKE OR RECEIVE CALLS

- a. Check the handset if firmly seated in to the phone and handset
- b. Remove power to re-boot your phone
- c. Try to call the number again
- d. If still not working, please reach out to GCI

MY PHONE IS POWERED ON, BUT I HAVE NO DIAL TONE

- a. Please reset the handset cable and power cycle your phone
- b. If still no dial tone, please reach out to GCI for further help