



Congratulations! You have received your onCloud myVoice welcome package, and are only minutes away from using your new cloud-based telephone system. In this package, you will find your ordered hardware.

### **IMPORTANT NOTES TO REMEMBER**

- Your phone is already programmed. When it is connected to the Internet, it will automatically be available for use.
- Outbound calls will work "out of the box" using your configured Caller-ID number. If you are porting numbers into onCloud myVoice, you will receive an activation date via e-mail. On this date, calls will start ringing to your new phone. Please wait *a full 24 hours* after the activation date before disconnecting your old phone, and service.
- If you are porting (bringing numbers into myVoice), do **NOT** disconnect your old phone service until after myVoice is activated and calls are arriving into the new phones.

### **CONNECTION INSTRUCTIONS**

- ✓ Connect an Ethernet cable directly from your Internet modem/router's LAN port, or prescribed office LAN port, to the LAN port on the bottom of the phone. A cable is provided in the box.
- ✓ (optional) Connect your computers LAN cable to the port on the back of the phone labeled 'PC'. The phone acts as a 'pass-through' between the LAN/Internet connection and your existing computer.
- ✓ (optional, if no PoE is available) Connect the included power adapter to your new VoIP phone and then to standard wall power.

Telephone Jack  
(no longer used)



Network Jack



■ Network Cable

■ Network Cable for Desktop  
connect to IP Phone





## **FREQUENTLY ASKED QUESTIONS**

**Q: Where do I find product manuals, training videos or to submit a change request?**

**A:** All our resources are found in one, unified, spot, browse to: <http://myvoice.cloud>

**Q: Can I use my new phone now?**

**A:** Yes! Outbound phone calls will match the caller-id of your current system. Inbound calls will start working when the activation date occurs. If you ordered new phone number(s) from us your system will be fully available for both inbound and outbound calls.

**Q: How do I make phone calls?**

**A:** onCloud uses 11-digit dialing, with no access code to obtain an 'outside line'. Example to call onCloud, dial '16786660121'. Internally, just dial the 3-digit extension, parking lot, or feature code.

**Q: How do I send a FAX?**

**A:** If you have a myVoice "fax adapter" on your fax machine, dial the usual 11-digit phone number to send the FAX. If you are using the myVoice web portal (<http://myvoice.cloud>) click 'Send Fax' then enter '8' + the 11-digit number. Example: 816786664355.

**Q: How can I power my phone if I have no electricity where the phone is located?**

**A:** Many of our phones support PoE (Power-Over-Ethernet). Your network switch must also support PoE. In this environment, power adapters are not required at any phone. The power runs over the same wire as the data cable. If you wish to utilize PoE contact onCloud, or your local network administrator, for more information.

**Q: How do I record my auto-attendant greeting that was discussed during the on-boarding call?**

**A:** 3 Preset recording slots exist for auto-attendant or informational recordings to your callers. Use X605, X606 and X607 to record slots 1-3, respectively. Typically, your auto-attendant will be programmed to playback your recorded voice in slot #1 (X605). You can playback these slots at any time using extensions X608, X609 and X610 to hear what is in slots 1-3, respectively. In the event slots 1-3 are used for other, advanced, system programming X604 may be used to record additional greetings in which the onCloud provisioning team can install. This option is for advanced use only.

**Q: How do I setup voicemail?**

**A:** From each extension configured with voicemail press the 'envelope' button (see quick start insert). Enter the previously emailed temporary passcode. Use option '0' then option '1' to record your unavailable greeting. Use option '2' to record your busy greeting. Your unavailable greeting is used day-to-day as your normal greeting, while your busy greeting is used either when you phone is on DND (do-not-disturb) or for system programming where onCloud routes callers into your voicemail, but they hear an alternate greeting instead of the normal unavailable greeting.

**Q: How do I test if everything is working?**

**A:** Dial X602 to hear music on hold. This music is coming from the onCloud myVoice system.

**Q: When does billing start?**

**A:** If you are receiving new numbers from us, billing starts the day your phones arrive. If you are porting numbers into us, billing starts when your numbers are received (ported) into onCloud myVoice. This is approximately 14-days from the date the porting request is submitted.

**Q: How does billing work?**

**A:** onCloud bills you 30-days in advance of the service period start date. You have 30-days to pay that bill before it is considered late. A 3% late fee is added to any overdue invoice. Service is subject to suspension, or termination, when invoices are marked as overdue. Invoices can be paid via check, or online (via credit card), at <http://myvoice.cloud> and clicking on 'Pay My Bill'.

**Q: What is the easiest way to make system programming changes?**

**A:** Simply email [myvoice@oncloud.io](mailto:myvoice@oncloud.io) with the changes you require. In most cases, these changes are made same-day.

**Q: Can I test 911 to make sure it's working?**

**A:** Yes, but *please don't dial 911 unless it's a real emergency*. Instead, onCloud provides you with a test mechanism by dialing '933'. The call is routed in the same way, but instead of reaching '911' you will reach our test system which will read back the E-911 address registered for this phone and confirm '911' is functioning correctly. Please remember, '911' service is not guaranteed. Reaching '911' via onCloud myVoice requires phone power as well as Internet connectivity.