ELEVATE
UNIFIED COMMUNICATIONS

EQUIPMENT QUICK START GUIDE SERIES

YOUR GUIDE FOR:

Polycom OBi300 - PLR

CloudBusinessPhone.com

Quick Start Guide

Cloud PBX | Polycom OBi300



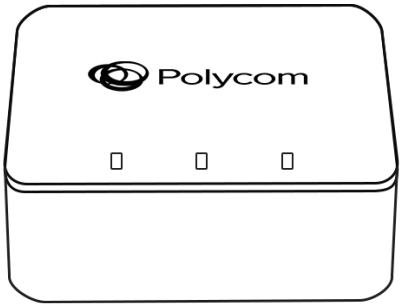
Welcome to your Cloud PBX Service

What's in the box?

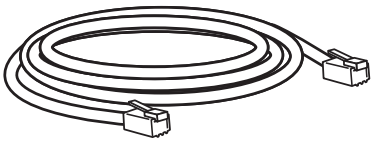
Polycom OBi300

A. OBi300 ATA
B. Ethernet Cable
C. DC Power Adapter

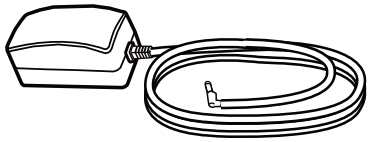
A.



B.



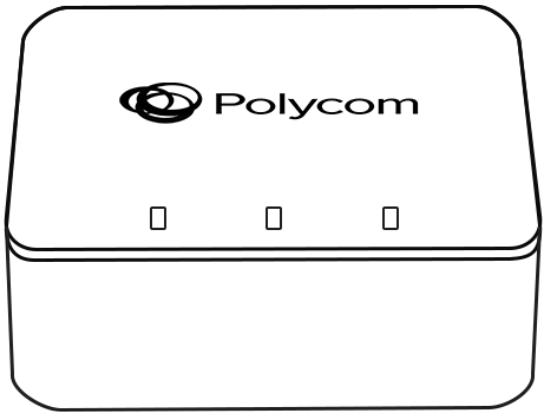
C.



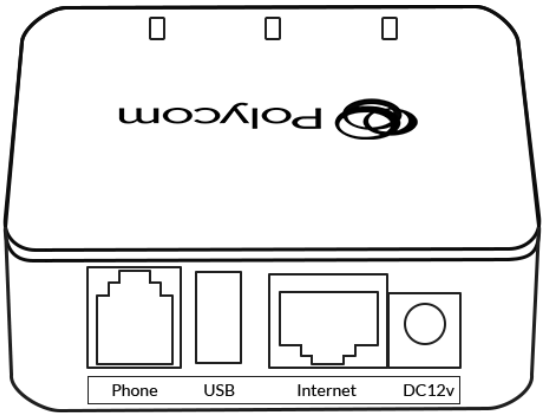
Guided Setup

Your new Fax Adapter (commonly referred to as an Analog Telephone Adapter or ATA) allows you to use an existing fax machine to send and receive faxes through the Cloud PBX network. The phone number for this ATA was included in an email you have already received.

OBi300 FRONT



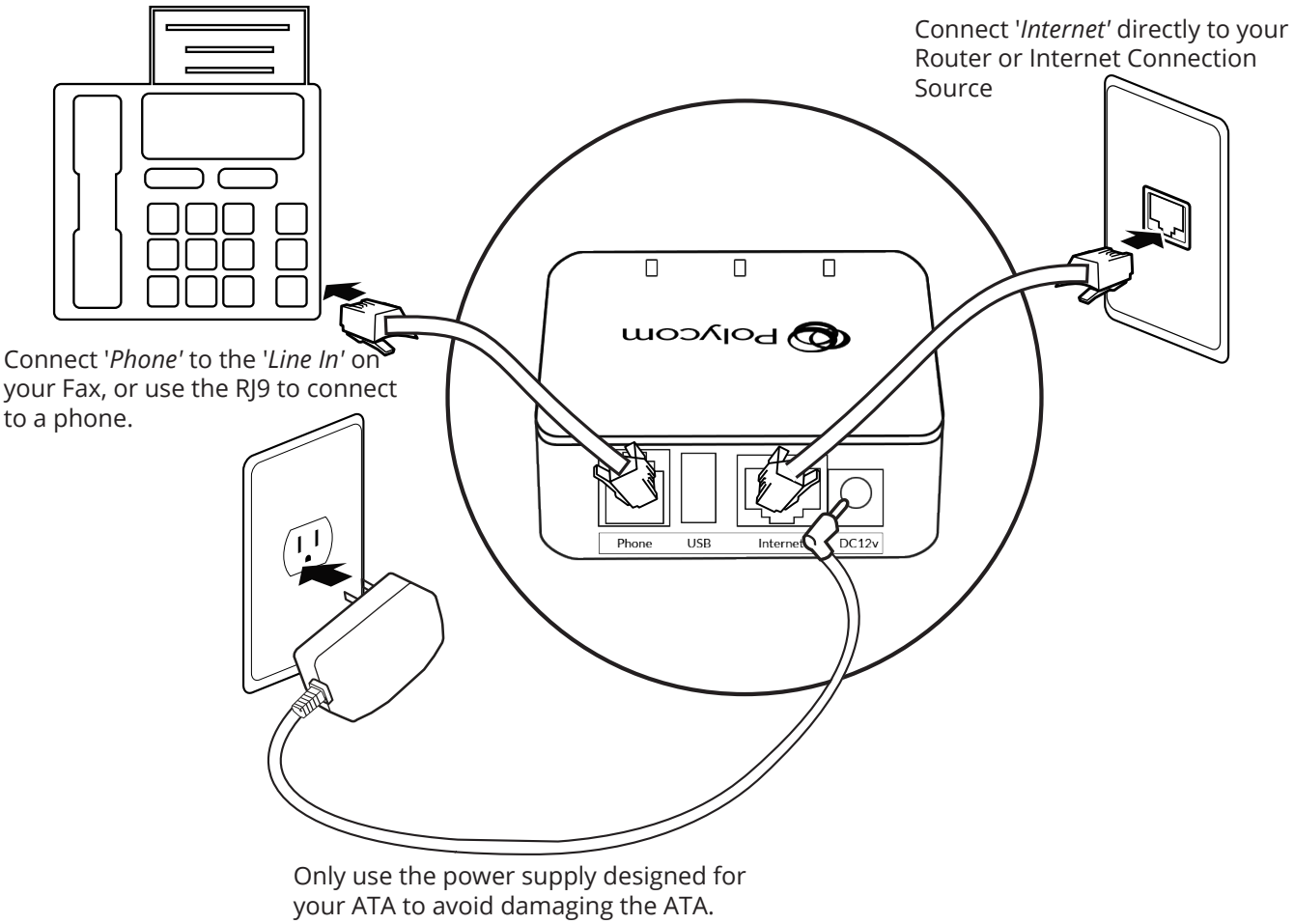
OBi300 REAR



Note: The USB port was designed by Polycom to accommodate a storage device that enables local and remote access of stored files over the Internet by authorized users. This setup is not utilized for Voice and this USB port provides no special connectivity to the device.

CONNECT CABLES

Please follow the diagram below to install your ATA.



1. Connect your fax machine to the ATA by plugging one end of a RJ-9 telephone cord into the green phone port on the ATA, and the other end into the Line port on your fax machine.
2. Connect the included Ethernet cable to the Internet port on the ATA and connect it to a switch or router in your network.
3. Connect the included power cable to the power port on the ATA and plug in the power cable.

USING YOUR ATA

FAX MACHINE CONFIGURATION

If you are having problems with faxing, you may need to refer to your fax machine owner's manual and adjust the configuration on your fax machine. For best performance with Cloud PBX:

- If your fax machine has an "ECM" (Error Correction Mode) feature, please disable this function.
- Check your fax machine's speed (sometimes called "Baud Rate"), and set it to 9600 or lowest possible speed.

SENDING A FAX

Once your fax machine has been plugged into the Phone 1 port on the ATA, send a fax as you usually would with your fax machine.

RECEIVING A FAX

If your fax number is new, make sure you have provided your fax phone number to those who wish to send you faxes. Your fax machine will receive faxes automatically once plugged into the fax adapter.

UPDATING YOUR ATA

Configuration of your ATA occurs within the Control Panel.

LOGGING INTO THE CONTROL PANEL

- Go to **https://cp.serverdata.net/Portal/User/Login**
- Click the 'For admins' tab
- Enter the Account Owner's user name and password
- Press the 'Login' button
- Click on 'Voice Services'

UPDATING OUTBOUND CALLER ID

Within the Control Panel:

- Click on the Devices tab
- Locate the ATA in question and click on the link
- Click on the 'Outbound caller ID' tab on the left side
- Choose whether you wish to:
    - Use the ATA's own phone number
    - Use a different phone number on the account
    - Block outbound caller ID
- Click 'Save changes'

UPDATING 911 ADDRESS

Within the Control Panel:

- Click on the Devices tab
- Locate the ATA in question and click on the link
- Click on the '911 Address' tab on the left side
- Update the address as appropriate
- Read the 911 Policy and Limitations
- Check the box that you read and understand the 911 Policy and Limitations
- Click 'Save changes'

VIEWING CALL HISTORY

Within the Control Panel:

- Click on the Devices tab
- Locate the ATA in question and click on the link
- Click on the 'Call history' tab on the left side
- Select the date range you wish to view

We are here to help.



http://cp.serverdata.net/KB/Article/3288

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