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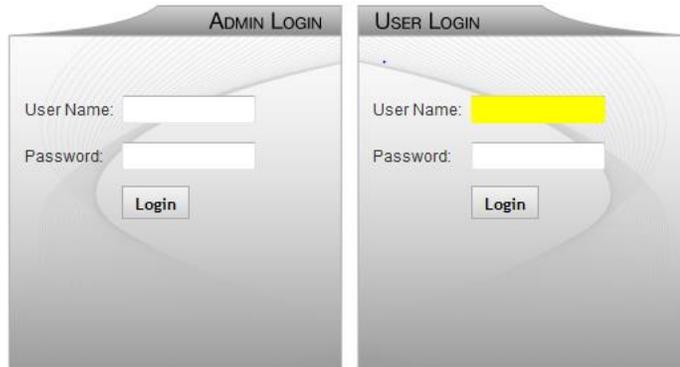
IPitomy Web Programming Instructions with Grandstream 2170 IP Phone

Use this address to access the IPitomy System: (Contact Us to find out the IP address of your system)

Logging into Your Extension

Open your Web Browser. (Internet Explorer is recommended for this)

1. Type in the address in the web browser that is listed above.
2. You will see a page come up like this.



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3. For sake of this example, we are going to use extension 103.
4. On the **right side**, under **User Login**, enter your **extension** number in the User Name field.
5. Enter your **voicemail password** in the Password Field.
6. Press **Login** button.
7. This will bring up the Home Screen.

Click an Item Below for More Detailed Instructions

[My Account Screen](#)

Setting Up Email Addresses, Password

[Voicemail Screen](#)

Checking messages, setting up folders, managing greetings

[Programming Call Forward to an Outside Number](#)

Set up Call Forwarding

[Follow-Me Programming](#)

Setup a Follow-Me sequence for forwarding your calls

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The My Account Screen

From the home screen, click on the **My Account**.

Voicemail Settings	
Mailbox	103 ?
Name	Joe Eigenbrot ?
Password	103 ?
User E-mail	joe@advnetwork.com ?
Attach to E-mail	Yes <input checked="" type="radio"/> No <input type="radio"/> N/A <input type="radio"/> ?
Delete after email	Yes <input type="radio"/> No <input checked="" type="radio"/> N/A <input type="radio"/> ?
Turn Old After Emailing	Yes <input type="radio"/> No <input checked="" type="radio"/> ?
Say Caller Id	Yes <input checked="" type="radio"/> No <input type="radio"/> N/A <input type="radio"/> ?
Allow Review	Yes <input type="radio"/> No <input checked="" type="radio"/> N/A <input type="radio"/> ?
Allow Operator	Yes <input checked="" type="radio"/> No <input type="radio"/> N/A <input type="radio"/> ?
Play Envelope Message	Yes <input checked="" type="radio"/> No <input type="radio"/> N/A <input type="radio"/> ?
Delete Messages in	90 Days ?

Follow-Me	
Manage	Numbers & Settings
Forwarding	
Unconditional	Enabled ?
<input type="radio"/> Phone Number <input checked="" type="radio"/> Destination	
	Extensions [v] Extension: 102 [v] [...]
Busy	Disabled ?
No Answer	Disabled ?
Unavailable	Disabled ?

This will bring up various settings you may modify.

- Change the email address your voicemail messages are sent to.
- Change your password. **PLEASE CHANGE YOUR PASSWORD!**
- Change the Forwarding of your phone.
 - i. Unconditional is any call that comes into your phone. This is normally disabled so calls ring at your desk.
 - ii. Busy is when you're on the phone.
 - iii. No Answer is when the phone is not answered.
 - iv. Unavailable is when you have your IP phone unplugged or the system does not recognize that your phone is connected.

Enter or Change your Email Address

To receive your voicemail as a wav file, enter in your email address in the User E-mail address field as shown below. Also, it is recommended you change your password. This password is for access to your mailbox and web programming which you are in now. See below for the fields that can be altered.

Voicemail Settings	
Mailbox	105 ?
Name	320 Local ?
Password	105 ?
User E-mail	[Empty] ?
Attach to E-mail	Yes <input type="radio"/> No <input checked="" type="radio"/> N/A <input type="radio"/> ?
Delete after email	Yes <input type="radio"/> No <input checked="" type="radio"/> N/A <input type="radio"/> ?

1. Change your **Password**. This can be 3-6 digits long. You must only use numeric characters.
2. Enter **your Email Address** if you wish to receive voicemail to email notifications to your email address.

3. Select **Yes** to Attach to E-Mail
4. **Delete After E-mail.** Select **yes** if you want the system to delete the message once it has been sent to your email. This makes it so that you won't have the same message on your phone as you already received through your email.
5. If you do not want to setup an email address, make sure to select No for Attach to E-mail.
6. **SAVE THE CHANGES BY SELECTING** the Save Changes button at the bottom.
7. You can change the Call Forwarding features on this screen which explained in the next section.

Save Changes

To Forward Your Calls to an Outside Number

1. Click on the **My Account**.
2. The only thing you have to worry about is highlighted in yellow below under the **Forwarding** section.

Melane Account Settings My Phone Settings  My Schedule 

Voicemail Settings	
Mailbox	110 
Name	Melane 
Password	110 
User E-mail	<input type="text"/> 
Attach to E-mail	Yes <input checked="" type="radio"/> No <input type="radio"/> N/A <input type="radio"/> 
Delete after email	Yes <input type="radio"/> No <input checked="" type="radio"/> N/A <input type="radio"/> 
Turn Old After Emailing	Yes <input type="radio"/> No <input checked="" type="radio"/> 
Say Caller Id	Yes <input checked="" type="radio"/> No <input type="radio"/> N/A <input type="radio"/> 
Allow Review	Yes <input type="radio"/> No <input checked="" type="radio"/> N/A <input type="radio"/> 
Allow Operator	Yes <input checked="" type="radio"/> No <input type="radio"/> N/A <input type="radio"/> 
Play Envelope Message	Yes <input checked="" type="radio"/> No <input type="radio"/> N/A <input type="radio"/> 
Delete Messages in	90 Days 

Forwarding	
Unconditional	Disabled  <div style="border: 1px solid black; padding: 2px;"> Disabled Enabled </div>
Busy	Disabled 
No Answer	Disabled 
Unavailable	Disabled 

3. To forward the calls, select the pull down menu under **Unconditional**.
4. Select **Enabled**.
5. Select **Phone Number** as shown below. (You could also select Destination if you wanted to forward it to another internal extension).
6. After you do this, a field for the phone number will appear as shown below.

Forwarding

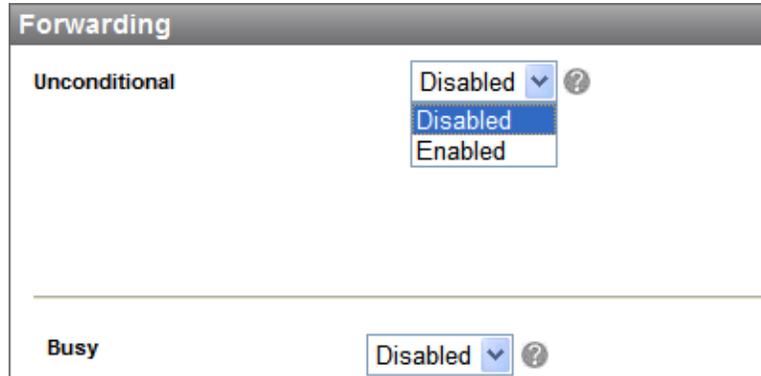
Unconditional Enabled 

Phone Number Destination

7929200

Busy Disabled 

7. Enter the **phone number**. The system remembers the last number you entered. So, if this is the number you want, don't change it. If it is not, enter the new number.
8. Click **Save Settings** at the bottom of the screen.
9. Your phone is now forwarding all of its calls to the phone number you entered.
10. To **un-forward** your phone, just select **Disabled** as shown below.
- 11.



12. You may change the other settings as well. Do this just as you did the Unconditional.
 - **Busy**
 - **No Answer** – You can have the system forward the call to your cell phone if you don't pick it up at the office. This is convenient because if you are there in the office, you can pick up the call at your desk. If you are not, it will bounce to your cell phone after a programmable number of rings.
 - **Unavailable** - When you have your IP phone unplugged or the system does not recognize that your phone is connected. If you have the PAUSE function active, it will follow Unavailable forwarding.
13. Don't forget to **Save Settings** after you make a change to any of these screens.

Follow-Me Settings

This system can forward your call to a preset list of phone numbers, thus "following" you wherever you are.

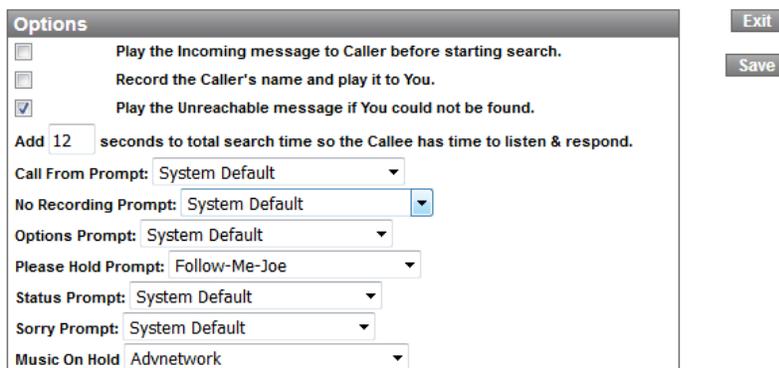
For example:

You want your calls to ring at your desk phone and your cell phone at the same time.

You want your calls to ring at your desk phone and then go to your cell phone if you don't answer your desk phone.

To Setup the Follow-Me Phone Numbers

1. From the My Account screen, you'll find a **Manage Follow-Me** section. Click on the **Numbers and Settings** button.
2. This will bring up a screen to edit the Follow-Me settings.



3. Usually, the default options are okay to keep. You can opt to record the caller's name before the system calls you so you know who is calling and you will have option to take the call or not. If you reject the call, it will go to your voicemail on the system.

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- It is recommended to select **Play your Unavailable message** if you could not be found, which means it will go to your voicemail if you don't pick up the call.
- If you want any custom prompts, you will have to call our office so we can set it up for you to record a custom prompt. The default prompts are usually sufficient, however.
- Next, enter the number(s) to which you want the calls to ring.

Use	Priority	Rings	Type	Name	Number
<input checked="" type="checkbox"/>	1	3	Mobile	Work Cell	7400912
<input checked="" type="checkbox"/>	1	3	Mobile	Personal Cell	18562614849
<input checked="" type="checkbox"/>	2	3	Home	Home	16108655827
<input type="checkbox"/>	1	2	Mobile		
<input type="checkbox"/>	1	2	Mobile		
<input type="checkbox"/>	1	2	Mobile		
<input type="checkbox"/>	1	2	Mobile		
<input type="checkbox"/>	1	2	Mobile		
<input type="checkbox"/>	1	2	Mobile		

- There are multiple blank lines, which are there for you to fill in and use. If you are only using one number, select Use for the first line.
- Priority** means the sequence that the list of numbers will be tried. In this particular example, the top two numbers will be dialed at the same time because they have the same Priority.
- Rings is the number of rings it will try that number.
- Select the type of phone it is.
- Name is for your reference.
- Enter the **phone number** in as you would dial it from your desk phone.
- So in this particular example, the system will try to call the work and personal cell first at the same time. If the call is not answered, it will move on to the home number. If the call still is not answered, it will go to the voicemail box.
- You may also program another internal extension number as one of the options. For example, if you wanted the follow me to ring your desk phone and your cell phone at the same time, you would put in your extension number and your cell phone with same priority.
- Click **Save** to save your changes.
- Close the window or click on **Exit**.

Activating the Follow-Me

- Under the Forwarding settings of your extension, you will need to program the system to use the Follow-Me that you just programmed.
- If you want the calls to ring to your desk phone first, then you would program the No Answer Forwarding to the destination of **FollowMe**.
- Then underneath, select the Follow-Me for your **extension**. In this example, it is **Follow-Me: 7016**. **BE SURE TO ONLY USE YOUR EXTENSION NUMBER'S FOLLOW-ME!!**

No Answer: Enabled

Phone Number Destination

FollowMe

Follow-Me: 7016

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4. If you wanted your calls to always use your Follow Me, then program the Unconditional Forwarding to forward calls to your Follow Me programming. **BE SURE TO ONLY USE YOUR EXTENSION NUMBER'S FOLLOW-ME!!**
5. **Save Changes.**

The Voicemail Screen

The screenshot displays the Voicemail interface. At the top, there are four navigation tabs: Home, My Account, Call Log, and Voicemail. Below these is a red breadcrumb bar reading "Home / Voicemail". The main heading is "Joe Eigenbrot Voicemail Details". A search bar is present with a "Search" button and radio buttons for "All" and "Current Folder". A "My Greetings" link is also visible. A checkbox for "Show Custom Folders" is present. Below this, there are five folder icons: "New (1)", "Family", "Friends", "Work", and "Old". A red message states "You are using an Unavailable Greeting." Action buttons include "Delete Selected", "Move Selected to", and a "Folder" dropdown menu. The message count is "New 1 Message | Previous 1-1 Next". A table titled "Voicemail" contains one entry:

<input type="checkbox"/>	From	Call Back #	Date	Time	Length		
<input type="checkbox"/>	Anonymous	429-9000	07/28/10	08:40:15 AM	01:04		

At the bottom, there is a "Download New Folder" button.

From this screen, you may see your messages, manage your folders, listen to and save your messages on to your computer hard drive, and much more. This means, if you have the IP address of the phone system, you can listen to your messages from your laptop halfway around the world, provided you have internet.