

SETUP GUIDE | Getting Your Phones Online

Moving to the cloud, explained.

The steps, the timeline, and what to expect.

We ship them, you plug them in. It can actually be that easy.

1 We ship the phones to you

Your cloud phones arrive pre-associated with your account. Nothing to configure before they show up, they already know who they belong to.

2 Plug in, one cable each direction

The phone sits between your wall port and your PC.

1. Take the cable off the back of your computer.
2. Plug that cable into the back of the phone (WAN port).
3. Use the short cable included in the box to connect the phone back to your computer (PC port).

One cable in from the wall, one cable out to your PC. Your computer keeps working exactly as before.

3 Power up

The phone can be powered two ways:

PoE (Power over Ethernet): If your network switch supports PoE, the phone draws power through the ethernet cable, nothing else needed.

Power adapter: If your switch does not support PoE, a small power adapter ships in the box. Plug it into any standard wall outlet.

4 The phone does the rest, in under 6 minutes

Once connected to the internet, the phone automatically:

1. Reaches out to the Intermedia cloud.
2. Identifies itself to your account.
3. Downloads its full configuration.
4. Reboots and comes online.

Start to finish: 5 to 6 minutes. When the reboot completes, the phone displays your name and extension and is ready to make and receive calls.

Wi-Fi option

Some cloud phone models support Wi-Fi. If cabling is not available at a location, the phone can connect wirelessly once you enter your network credentials on the phone's screen. The same self-provisioning process applies, once it reaches the internet, it configures itself automatically.