



WebLink Phone Configuration Guide v2.1

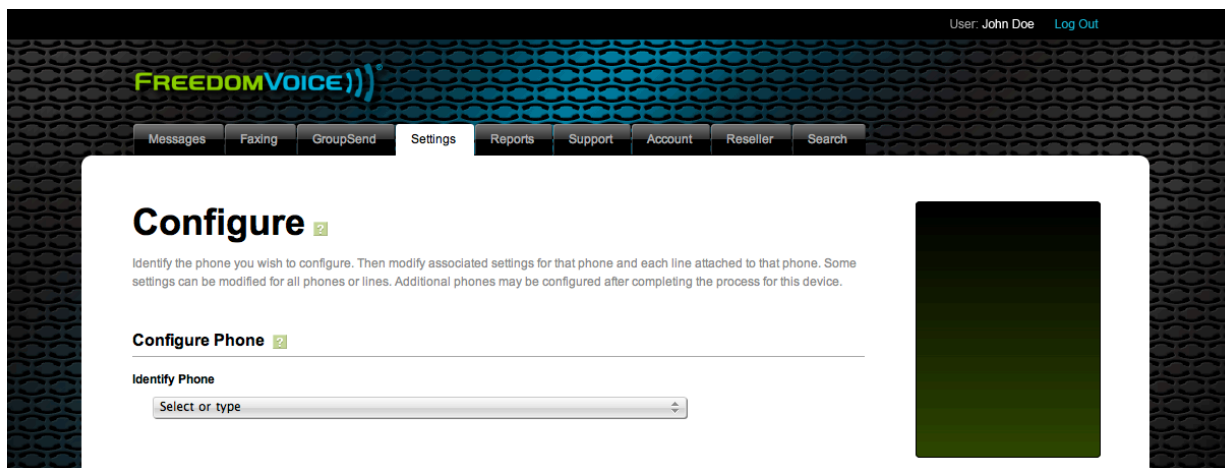
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Configuring Phones

The WebLink Internet Control Panel (<https://weblink4.freedomvoice.com>) makes it quick and easy to set up, configure, and make future changes to the phones on a FreedomVoice phone system. Once logged in to WebLink, you will see several tabs along the top of the content area. Select the **Settings** tab, then under the **Phones** category click the **Configure** link.

On the page that appears, use the dropdown menu under “Identify Phone” to find the phone you wish to configure. You may also click into the dropdown box and begin typing to search for phones by name, extension, address, and/or DID.



Once you’ve located the phone you wish to configure, click on it to bring up its configuration.

Configure

Identify the phone you wish to configure. Then modify associated settings for that phone and each line attached to that phone. Some settings can be modified for all phones or lines. Additional phones may be configured after completing the process for this device.

Configure Phone

Identify Phone

chris

80 - Chris, Encinitas, CA, 92024, 169 Saxony Road Suite 212, 760-477-5659

80 - Chris, Encinitas, CA, 92024, 169 Saxony Road Suite 212, 858-366-4804

80 - Chris Nikkel, Carlsbad, ca, 92009, 7316 calle conifera, 559-408-5998

80 - Chris Nikkel, Encinitas, CA, 92024, 169 Saxony Road, 559-272-9532

80 - Chris Nikkel, Encinitas, CA, 92024, 169 Saxony Road, 559-272-9535

80 - Chris Nikkel, Encinitas, CA, 92024, 169 Saxony Road Suite 212, 760-230-0726

80 - Chris Nikkel, ENCINITAS, CA, 92024-6781, 169 SAXONY RD, 661-370-0551

849 - Chris Chavez, Chandler, AZ, 85226, 3939 W Windmills Blvd, 760-688-1274

849 - Chris Chavez, CHANDLER, AZ, 85226-1394, 3939 W WINDMILLS BLVD, 858-228-5593

880 - Chris Florio, Encinitas, CA, 92024, 169 Saxony Road, 760-477-5658

Upon selecting a phone, the page will display the make and model, as well as the phone's MAC address. Below this description of the phone you will find a list of available settings that can be configured for the device from within WebLink. The first section is ON / OFF toggles for various built-in phone options, followed by an area to configure line options like extension number, outbound Caller ID, ring time until voicemail, and more.

Configure Phone 

Identify Phone

880 - Chris Florio, Encinitas, CA, 92024, 169 Saxony Road, 760-477-5658



MAC Address: 0004F21BBA19
Make: Polycom
Model: IP-550

Phone Options

- ☒ ON During active call, notify me with a tone if there is another incoming call
- ☒ ON Display a record of missed calls on the phone's screen
- ☒ ON Display a soft button on the phone's screen to enable forwarding of calls to another number
- ☐ OFF Allow login/logout from this phone
- ☒ ON Display local network time on the phone's screen
- ☐ OFF Remember volume levels for this phone

This screen and the available options will vary based on the model of the phone. For example, below is a Polycom SoundPoint IP 501 and its associated options.

Configure Phone 

Identify Phone

80 - Chris Nikkel, Encinitas, CA, 92024, 169 Saxony Road, 559-272-9535



MAC Address: 0004F212A45D
Make: Polycom
Model: IP-501

Phone Options

- ☒ ON During active call, notify me with a tone if there is another incoming call
- ☒ ON Display a record of missed calls on the phone's screen
- ☐ OFF Display a soft button on the phone's screen to enable forwarding of calls to another number
- ☒ ON Allow login/logout from this phone
- ☒ ON Display local network time on the phone's screen
- ☒ ON Remember volume levels for this phone
- ☒ ON Enable/Disable Do Not Disturb for this phone

For the sake of comparison, below is a Counterpath EyeBeam 1.5 softphone. This soft device does not have the same built-in phone options as many desktop handsets, so it only has the line configuration options available in WebLink.

Configure Phone ?

Identify Phone

825 - Jon Tsiros, Encinitas, CA, 92024, 169 Saxony Road, 858-228-5547



MAC Address: 00000000123
Make: Counterpath
Model: EyeBeam 1.5

Phone Options

Configure Lines ?

Line 1: x825 - Jon Tsiros

Extension assigned to this line: x825 - Jon Tsiros

Display on the phone's screen for this line.

Display as the Caller ID to receivers of calls from this line.

Automatically send incoming calls to voicemail:

For the remainder of this guide, we will use a Polycom SoundPoint IP 550 phone.

Configure Phone ?

Identify Phone

880 - Chris Florio, Encinitas, CA, 92024, 169 Saxony Road, 760-477-5658



MAC Address: 00:04:F2:1B:BA:19
Make: Polycom
Model: IP-550

Phone Options

Reboot Phone

- ☐ OFF During active call, notify me with a tone if there is another incoming call
- ☒ ON Display a record of missed calls on the phone's screen
- ☒ ON Display a soft button on the phone's screen to enable forwarding of calls to another number
- ☐ OFF Allow login/logout from this phone
- ☒ ON Display local network time on the phone's screen
- ☒ ON Display the message waiting indicator light when new messages arrive
- ☐ OFF Play sound alerts when new messages arrive
- ☐ OFF Remember volume levels for this phone
- ☒ ON Enable/Disable Do Not Disturb for this phone

Configure Lines ?

Line 1: x880 - Chris Florio

Extension assigned to this line: x880 - Chris Florio

Display on the phone's screen for this line.

Display as the Caller ID to receivers of calls from this line.

Automatically send incoming calls to voicemail:

Configuring On-Device Phone Options

The first set of options, where available, is a set of ON / OFF toggles for various built-in phone options. To change any of these settings, simply click the ON / OFF display or click and drag the grey slider bar to the opposite side.

Configure Phone ?

Identify Phone

880 - Chris Florio, Encinitas, CA, 92024, 169 Saxony Road, 760-477-5658



MAC Address: 0004F21BBA19
Make: Polycom
Model: IP-550

Phone Options

- ☒ ON During active call, notify me with a tone if there is another incoming call
- ☒ ON Display a record of missed calls on the phone's screen
- ☒ ON Display a soft button on the phone's screen to enable forwarding of calls to another number
- ☐ OFF Allow login/logout from this phone
- ☒ ON Display local network time on the phone's screen
- ☐ OFF Remember volume levels for this phone
- ☒ ON Enable/Disable Do Not Disturb for this phone

[Reboot Phone](#)

Play Tone on Incoming Calls

The first option for our Polycom SoundPoint IP 550 is to play a tone while the user is on a call if there is another incoming call. Below, we've set this feature to OFF.

Configure Phone ?

Identify Phone

880 - Chris Florio, Encinitas, CA, 92024, 169 Saxony Road, 760-477-5658



MAC Address: 0004F21BBA19
Make: Polycom
Model: IP-550

Phone Options

- ☐ OFF During active call, notify me with a tone if there is another incoming call
- ☒ ON Display a record of missed calls on the phone's screen
- ☒ ON Display a soft button on the phone's screen to enable forwarding of calls to another number
- ☐ OFF Allow login/logout from this phone
- ☒ ON Display local network time on the phone's screen
- ☐ OFF Remember volume levels for this phone
- ☒ ON Enable/Disable Do Not Disturb for this phone

[Reboot Phone](#)

Display Record of Missed Calls

The next option that can be toggled for our Polycom SoundPoint IP 550 is whether or not the phone displays a list of missed calls. Again, you may choose to turn this feature on or off by clicking in the toggle area or sliding the grey bar to the opposite side.

Configure Phone [?](#)

Identify Phone

880 - Chris Florio, Encinitas, CA, 92024, 169 Saxony Road, 760-477-5658



MAC Address: 0004F21BBA19
Make: Polycom
Model: IP-550

Phone Options

- ☐ OFF During active call, notify me with a tone if there is another incoming call
- ☒ ON Display a record of missed calls on the phone's screen
- ☒ ON Display a soft button on the phone's screen to enable forwarding of calls to another number
- ☐ OFF Allow login/logout from this phone
- ☒ ON Display local network time on the phone's screen
- ☐ OFF Remember volume levels for this phone
- ☒ ON Enable/Disable Do Not Disturb for this phone

Display a Soft Button for Call Forwarding

The next option is whether or not to show a soft button on the phone's display that allows the forwarding of incoming calls to another number. This appears as a "Forward" key at the bottom of the display for our Polycom SoundPoint IP 550.

Configure Phone [?](#)

Identify Phone

880 - Chris Florio, Encinitas, CA, 92024, 169 Saxony Road, 760-477-5658



MAC Address: 0004F21BBA19
Make: Polycom
Model: IP-550

Phone Options

- ☐ OFF During active call, notify me with a tone if there is another incoming call
- ☒ ON Display a record of missed calls on the phone's screen
- ☒ ON Display a soft button on the phone's screen to enable forwarding of calls to another number
- ☐ OFF Allow login/logout from this phone
- ☒ ON Display local network time on the phone's screen
- ☐ OFF Remember volume levels for this phone
- ☒ ON Enable/Disable Do Not Disturb for this phone

Allow Login/Logout from This Phone

Next you have the option to allow or disallow the ability to login and logout from the phone. There are several reasons why you may not wish to have a phone set to accept logins, including shared conference phones or other devices that should not be used to take incoming calls.

Configure Phone 

Identify Phone

880 - Chris Florio, Encinitas, CA, 92024, 169 Saxony Road, 760-477-5658



MAC Address: 0004F21BBA19
Make: Polycom
Model: IP-550

Phone Options

☐ OFF During active call, notify me with a tone if there is another incoming call

☒ ON Display a record of missed calls on the phone's screen

☒ ON Display a soft button on the phone's screen to enable forwarding of calls to another number

☐ OFF Allow login/logout from this phone

☒ ON Display local network time on the phone's screen

☐ OFF Remember volume levels for this phone

☒ ON Enable/Disable Do Not Disturb for this phone

Display the Local Network Time

This option allows you to set whether or not to show the current time on the phone, as set by the local network to which the phone is connected.

Configure Phone 

Identify Phone

880 - Chris Florio, Encinitas, CA, 92024, 169 Saxony Road, 760-477-5658



MAC Address: 0004F21BBA19
Make: Polycom
Model: IP-550

Phone Options

☐ OFF During active call, notify me with a tone if there is another incoming call

☒ ON Display a record of missed calls on the phone's screen

☒ ON Display a soft button on the phone's screen to enable forwarding of calls to another number

☐ OFF Allow login/logout from this phone

☒ ON Display local network time on the phone's screen

☐ OFF Remember volume levels for this phone

☒ ON Enable/Disable Do Not Disturb for this phone

Remember Volume Levels for This Phone

This option allows you to have the phone remember the set volume levels so they do not change upon events like disconnecting or rebooting the phone.

Configure Phone 

Identify Phone

880 - Chris Florio, Encinitas, CA, 92024, 169 Saxony Road, 760-477-5658



MAC Address: 0004F21BBA19
Make: Polycom
Model: IP-550

Phone Options

☐ OFF During active call, notify me with a tone if there is another incoming call

☒ ON Display a record of missed calls on the phone's screen

☒ ON Display a soft button on the phone's screen to enable forwarding of calls to another number

☐ OFF Allow login/logout from this phone

☒ ON Display local network time on the phone's screen

☐ OFF Remember volume levels for this phone

☒ ON Enable/Disable Do Not Disturb for this phone

Enable/Disable Do Not Disturb

Finally, the last on-device option available for our Polycom SoundPoint IP 550 is the ability to toggle whether the Do Not Disturb feature can be used. If turned OFF, pressing the phone's hardkey Do Not Disturb will not place the phone in this mode.

Configure Phone 

Identify Phone

880 - Chris Florio, Encinitas, CA, 92024, 169 Saxony Road, 760-477-5658



MAC Address: 0004F21BBA19
Make: Polycom
Model: IP-550

Phone Options

☐ OFF During active call, notify me with a tone if there is another incoming call

☒ ON Display a record of missed calls on the phone's screen

☒ ON Display a soft button on the phone's screen to enable forwarding of calls to another number

☐ OFF Allow login/logout from this phone

☒ ON Display local network time on the phone's screen

☐ OFF Remember volume levels for this phone

☒ ON Enable/Disable Do Not Disturb for this phone

Configuring Lines

The Configure Lines section has some very robust options that allow you to tailor how the phone operates. These include:

- Assigning an extension to a line
- Displaying the extension or phone number on the device's screen
- Choosing which phone number to display for outbound Caller ID
- Settings for when a call goes to voice mail

Configure Lines

Line 1: x880 - Chris Florio

Extension assigned to this line: x880 - Chris Florio

Display Extension on the phone's screen for this line.

Display 800-477-1477 as the Caller ID to receivers of calls from this line.

Automatically send incoming calls to voicemail: after 30 sec

Assigning an Extension to a Line

Selecting the first dropdown box will bring up a list of extensions from which to choose. You may also click into the dropdown box and begin typing to search for extensions by number or first and last name. Select an extension to assign it to this line.

Phone Options

☒ During active call, notify me with a tone if there is another incoming call

☒ Display a record of missed calls on the phone's screen

☒ Display a soft button on the phone's screen to enable forwarding of calls to another number

☐ Allow login/logout from this phone

☒ Display local network time on the phone's screen

☐ Remember volume levels for this phone

☒ Enable/Disable Do Not Disturb for this phone

Configure Lines

Line 1: x880 - Chris Florio

Extension assigned to this line:

Display Extension

Display 800-477-1477

Automatically send incoming ca

x80 - Chns Nikkel
x81 - Sales
x82 - Support
x83 - Billing
x84 - Unnamed
x85 - Lowell Dunn
x86 - Eric Thomas

Displaying Extension or Phone Number

The next dropdown box lets you toggle whether to display the extension number or the device's phone number on the phone's screen for this line.

Phone Options

- ☒ ON During active call, notify me with a tone if there is another incoming call
- ☒ ON Display a record of missed calls on the phone's screen
- ☒ ON Display a soft button on the phone's screen to enable forwarding of calls to another number
- ☐ OFF Allow login/logout from this phone
- ☒ ON Display local network time on the phone's screen
- ☐ OFF Remember volume levels for this phone
- ☒ ON Enable/Disable Do Not Disturb for this phone

Configure Lines 

Line 1: x880 - Chris Florio

Extension assigned to this line: x880 - Chris Florio

Display Phone number on the phone's screen for this line.

Display 800-477-1477 as the Caller ID to receivers of calls from this line.

Automatically send incoming calls to voicemail: after 30 sec

Choosing the Number to Display for Caller ID

Next, you can choose which number to display for outbound Caller ID. This dropdown box will provide a list of all phone numbers associated with the service.

Phone Options

- ☒ ON During active call, notify me with a tone if there is another incoming call
- ☒ ON Display a record of missed calls on the phone's screen
- ☒ ON Display a soft button on the phone's screen to enable forwarding of calls to another number
- ☐ OFF Allow login/logout from this phone
- ☒ ON Display local network time on the phone's screen
- ☐ OFF Remember volume levels for this phone
- ☒ ON Enable/Disable Do Not Disturb for this phone

Configure Lines 

Line 1: x880 - Chris Florio

Extension assigned to this line: x880 - Chris Florio

Display Phone number on the phone's screen for this line.

Display 888-858-7858 as the Caller ID to receivers of calls from this line.

Automatically send incoming calls to voicemail: after 30 sec

Setting Ring Time Before Voicemail

The final line configuration option is selecting how long before a call to this line will go to voicemail. This dropdown box provides values in five second increments, up to two minutes. There is also an option to never allow calls to go to voicemail for this line.

Phone Options

- ☒ ON During active call, notify me with a tone if there is another incoming call
- ☒ ON Display a record of missed calls on the phone's screen
- ☒ ON Display a soft button on the phone's screen to enable forwarding of calls to another number
- ☐ OFF Allow login/logout from this phone
- ☒ ON Display local network time on the phone's screen
- ☐ OFF Remember volume levels for this phone
- ☒ ON Enable/Disable Do Not Disturb for this phone

Configure Lines 

Line 1: x880 - Chris Florio

Extension assigned to this line:

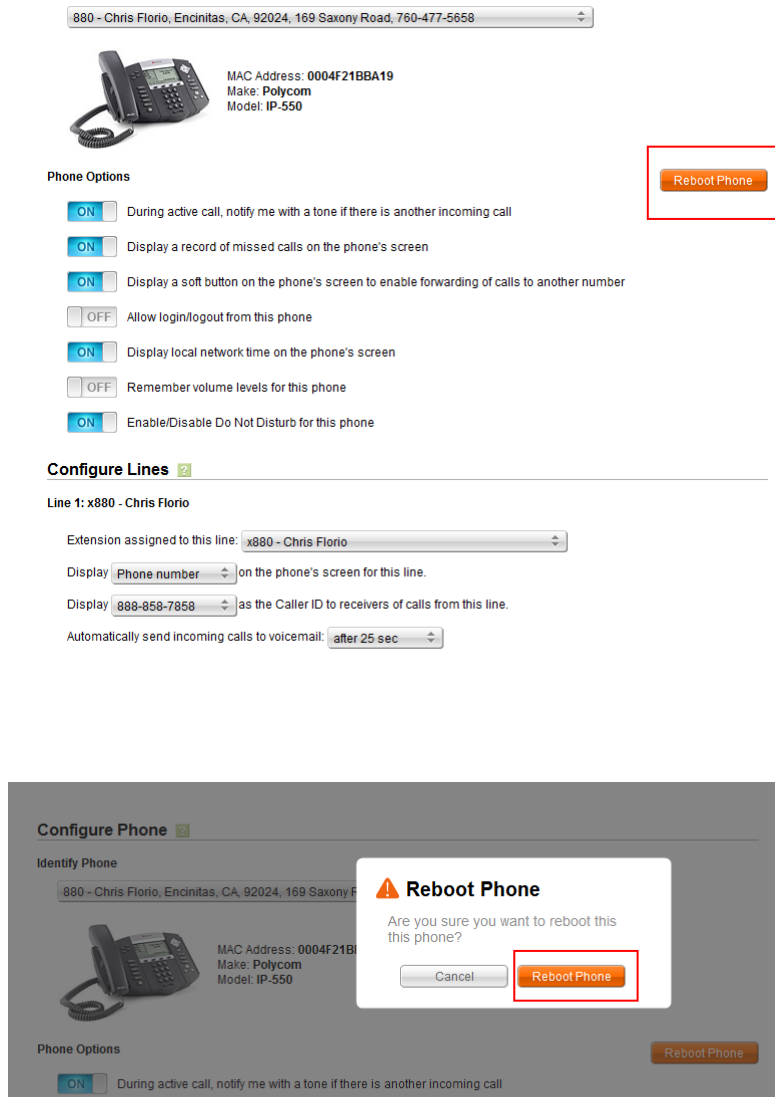
Display on the phone's screen for this line.

Display as the Caller ID to receivers of calls from this line.

Automatically send incoming calls to voicemail:

Rebooting the Phone

After making any changes to the configuration of a phone, you will need to reboot the phone to have the new settings take effect. You may do so by clicking the Reboot Phone button located in the middle of the page. This will cause a dialog box to appear to confirm you wish to reboot the phone. Confirm the reboot to proceed.



880 - Chris Florio, Encinitas, CA, 92024, 169 Saxony Road, 760-477-5658

MAC Address: 0004F21BBA19
Make: Polycom
Model: IP-550

Phone Options

- ☒ During active call, notify me with a tone if there is another incoming call
- ☒ Display a record of missed calls on the phone's screen
- ☒ Display a soft button on the phone's screen to enable forwarding of calls to another number
- ☐ Allow login/logout from this phone
- ☒ Display local network time on the phone's screen
- ☐ Remember volume levels for this phone
- ☒ Enable/Disable Do Not Disturb for this phone

Reboot Phone

Configure Lines

Line 1: x880 - Chris Florio

Extension assigned to this line: x880 - Chris Florio

Display Phone number on the phone's screen for this line.

Display 888-858-7858 as the Caller ID to receivers of calls from this line.

Automatically send incoming calls to voicemail: after 25 sec

Configure Phone

Identify Phone

880 - Chris Florio, Encinitas, CA, 92024, 169 Saxony Road, 760-477-5658

MAC Address: 0004F21BBA19
Make: Polycom
Model: IP-550

Reboot Phone

Are you sure you want to reboot this phone?

Phone Options

- ☒ During active call, notify me with a tone if there is another incoming call

Reboot Phone

After rebooting the phone all changes should take effect. This should generally be done after business hours whenever possible. The phone will be unavailable for calls for at least 2 minutes while rebooting.