

MBS

VoIP Quick Guide

Making a Call

- Lift handset or press Speakerphone button.
- Dial the 10-digit number.

*You do not need to dial 9 or 1 or pick a line.

Ending a Call

- Hang up handset or press Speakerphone button or press End Call button.

Redial

- Press the Redial button to bring up a list of called numbers. Press the up or down arrows to select.

Instant Redial

- Press the Redial button twice to instantly redial the last number dialed.

Hold

Hold is personal and does not allow the line to be picked up by anyone else.

- Simply press Hold to put the call on hold and press the same Hold button to pick it back up again.

Park

Park is public and does allow others to pick up the line.

- Simply press Park to park the caller. Press the same Park button to pick the call back up again.

Intercom

- Dial *50 and the extension you wish to intercom with.

Transfer Calls

- Press Transfer and the extension of where you want to transfer the call to.
- Press Transfer again to complete the process.
Example: Transfer + "100" + Transfer

Transfer Directly to Voicemail

- Press Transfer and dial 7 + the extension of where you want to transfer the call. The 7 before the extension is what triggers a voicemail only action.
- Press Transfer again to complete the transfer.
Example: Transfer + 7 "100" + Transfer

Volume

- Use the volume buttons while performing the action you want to increase or - decrease volume levels.

Conference (3-way call)

- During an active call, press the Conf button. The call is placed on hold.
- Enter the number or extension of the second party and press Send. When they answer press Conf again to join the callers together. Press End Call to end the Call.

DND (Do Not Disturb) Button

Hitting this button will silence your ringer and send all calls directly to voice mail. It has a red circle in the top right when turned on.

Checking Voicemail Remotely:

- Dial into the main number and while in the auto attendant press *.
- Enter your extension number and password.

Setting Up My New Phone

1. Press the Message button on the phone and type in your temporary password (1234) and press the # key.
2. Record your name and press the # key.
3. Record your message and press the # key.
4. Change your voicemail password (look below for steps).

Changing voicemail password

1. Press Message button.
2. Type in your existing password and press the # key.
3. Choose option 5
4. Follow prompts to change password.

Changing voicemail name

1. Press Message button.
2. Type in your existing password and press the # key.
3. Choose option 5.
4. Follow prompts to record your new name.

Changing voicemail name

1. Press Message button.
2. Type in your existing password and press the # key.
3. Choose option 5.
4. Follow prompts to record your new name.

Changing your greeting

1. Press Message button.
2. Type in your existing password and press the # key.
3. Choose option 6.
4. Follow prompts to record your new greeting.