M2S HOSTED VOIP INSTRUCTIONAL GUIDE

TO INTERCOM:
Pick up the telephone or hit speaker and dial the extension number.

TO MAKE A CALL:
Pick up the telephone and dial all 10 digits (ex. XXX-XXX-XXXX)

TO PLACE A CALL ON HOLD: (While on a call)
Press "Hold" button. The line button will then flash.
(To pick the call back up, press the line next to the display where the call is held)

TO TRANSFER A CALL: (While on a call)
While on a phone call, press "Transfer", then dial the person's extension number you want to transfer the call to and then hang up or stay on the phone to announce who it is.

TO TRANSFER A CALL TO A MAILBOX:
While on a phone call, press "Transfer", then dial * * then the extension number of the mailbox you wish to transfer to.

TO FORWARD YOUR PHONE:
Dial *72 from the phone you wish to forward. Enter in the 10 digit number you wish to forward to followed by the pound sign. The system will read it back to you for verification. The system will then disconnect.

TO CANCEL FORWARDING:
Dial *73 and hit send. The system will then tell you that call forwarding has been disabled.

TO PARK A CALL: While on the phone, press Park. The other phone buttons will be "RED" and blinking indicating a call is Parked. You can also manually put a call on Park by, while on the phone, press *32 or *33.

TO UNPARK A CALL: When a call is parked it will be blinking "RED" on your phone, depress the button to connect to the call. If a call is parked on a different spot you can manually get to it by pressing *42 or *43.

VOICEMAIL:

To access voicemail, dial "*97" or press the envelope on your phone.
Once you have set up your mailbox and you would like to bypass entering your password you may enter "*98" after your initial set up
Enter in your extension number followed by the pound sign.
You will be asked to change your password.
You must change your password to any three to four digits, DO NOT start with "0."
You will then be asked to record a greeting
1 – Will Save your greeting
2 – Listen to your greeting
3 – Record your greeting

Press 5 to go to Mailbox options:
1 – Greeting
2 – Record Name
3 – Change Password
4 – Record Temporary Greeting
5 – Restore Original Greeting

Please e-mail Support M2S if you lost your password or are locked out of your mailbox.