

# END USER QUICK START GUIDE





**MS** MISWITCH  
COMMUNICATIONS

## STEP 1: Set-Up Your Voicemail

The first time you log in to your mailbox, you are walked through recording your name for the directory and recording your personal greeting. The name recording is for the dial-by-name directory, so when someone enters the first three letters of your last name, it will playback your name recording. The greeting plays when your mailbox is reached. It is essential to make a custom message, as many callers will not leave messages at mailboxes that have generic greet-ings.

### Accessing Voicemail from your Desk Phone

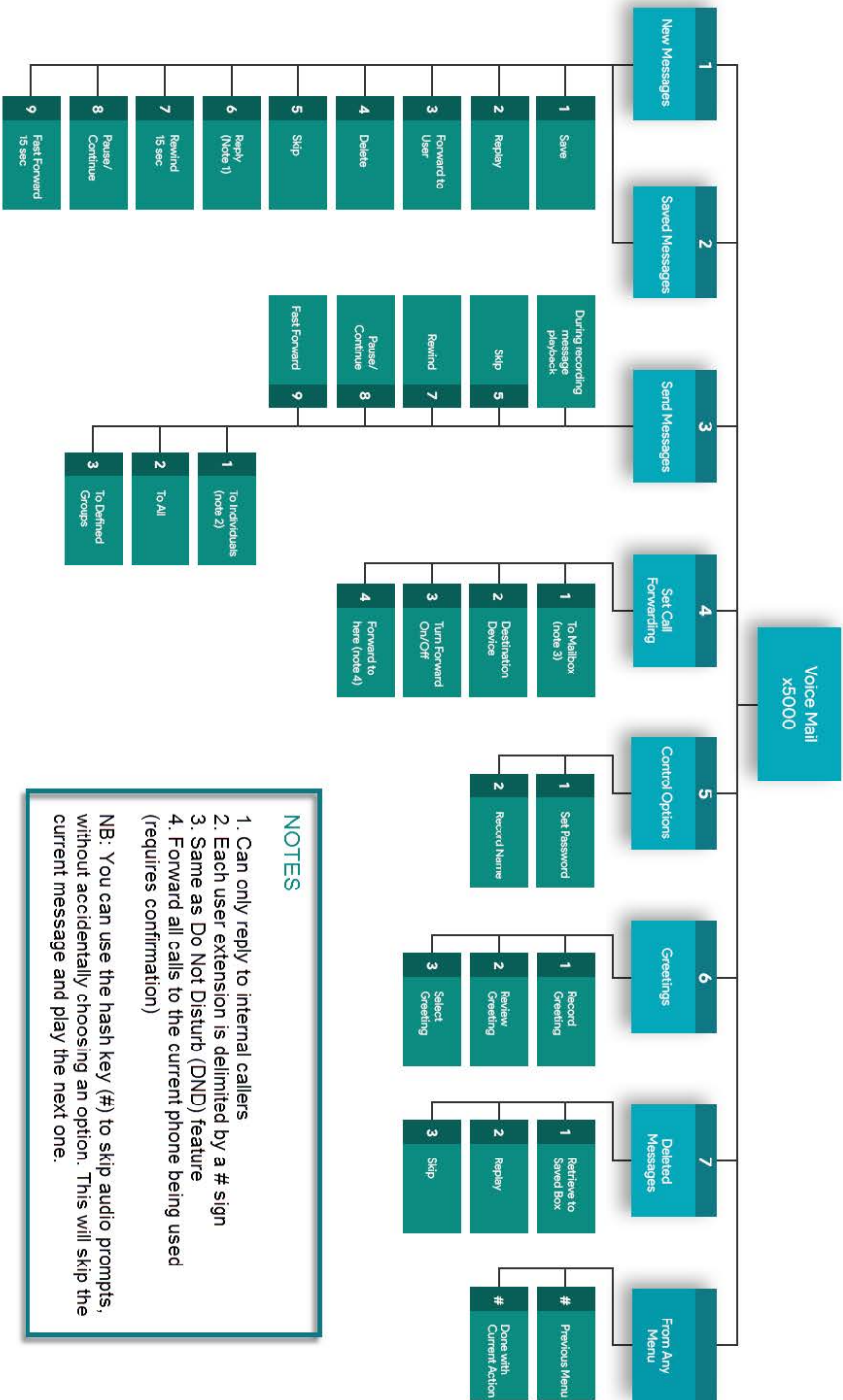
- Press the **Messages**  button on your phone to access your voicemail box, or dial 5001 if you can not identify the voicemail button.
- When prompted, enter your default voicemail pin 2323, and then press .

**Note:** If you subscribe to multiple mailboxes, press the left or right arrows on the directional pad to select the extension of the voicemail you want to access. Then follow the steps above.

### To access another person's mailbox

- Dial **5000**.
- When prompted, enter the other person's extension number.
- Enter the voicemail PIN of the other person's mailbox, followed by #.

# MISWITCH VOICEMAIL SYSTEM



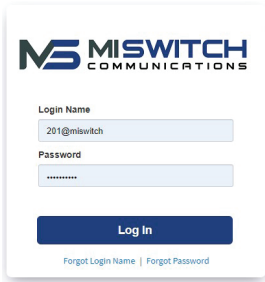
## NOTES

1. Can only reply to internal callers
2. Each user extension is delimited by a # sign
3. Same as Do Not Disturb (DND) feature
4. Forward all calls to the current phone being used (requires confirmation)

NB: You can use the hash key (#) to skip audio prompts, without accidentally choosing an option. This will skip the current message and play the next one.

## Accessing Voicemail from the user portal

- Start a web browser.
- Go to [phone.miswitchcommunications.com](http://phone.miswitchcommunications.com)



Click in the Login name field and type your user name \_\_\_\_\_ (ext@customerdomain).

Your customer domain typically is the same as your email address domain. Click in the Password field and enter your user password. (default password is \_\_\_\_\_)




**Messages** ↻

VoiceMail **Settings**

New ▾

	From	Date	Duration	
▶ 1 (734) 552-1248	HODGKINS ANDREA	Feb 11th 11:05 am	0:35	📞 📧 📠 🗑️
▶ (517) 223-3193	Mission Cry	Feb 6th 10:54 am	0:10	📞 📧 📠 🗑️
▶ 1 (248) 498-4201	TROY, MI	Feb 4th 8:50 am	0:11	📞 📧 📠 🗑️

## Record your greeting

- From the **Settings** tab of the Messages page, click the speaker icon 
- Next to **New Greeting**, click **Record** and the system will call you, or upload an existing greeting.



## Yealink T54W Phones

### Quick Reference Guide



*Available features may vary. Provided feature set is based on the original order and the system administrator's requests for each deployment. Please contact your system administrator or MISWITCH directly to discuss any additions to the system.*

**Programmable Top Keys:** one line key plus up to 26 other buttons may be programmed on the keys that line the right and left side of the dynamic screen.

**Message Waiting Indicator (Voicemail)**

**Soft keys:** four state-based keys that line the bottom of the screen. Press the *More* key to see additional options.





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## STEP 2: Using your desk phone

### Making Calls

Making a call with your phone does not require a leading 9. You can dial on-hook or off-hook .

#### ➤ To dial on-hook

- Dial the phone number.
- Pick up the handset, headset, or speaker.

#### ➤ To dial off-hook

- Pick up the handset, headset, or speaker.
- Dial the phone number.
- Calls to the US and Canada are all dialed using 10 or 11 digits.

### Receiving Calls

When a call comes in, you can answer it via a headset, speakerphone, or handset.

#### ➤ To answer a call using a handset

- Lift the handset off-hook .

#### ➤ To answer a call using a speakerphone

- Press the Speaker button.

#### ➤ To answer a call using a headset

- Usage depends on how the headset is connected. Often, you'll press the button on the headset or press the headset button on the phone.

## HANDLING CALLS

Your cloud PBX features various ways to move calls around, including attended transfer, unattended (blind) transfer, voicemail transfer, park, and more. In this section, references to BLF's are the one-touch buttons to extensions programed on the left and right side of your phone screen.

### Attended Transfer

Attended transfer allows you to speak to the transfer recipient prior to completing the transfer while the caller is on hold.

#### To perform an attended transfer using Polycom and Yealink phones

- Press the **Transfer key/softkey** on your phone.
- Dial the recipient's extension or press their **BLF**.
- Speak to the recipient, and then either press **Transfer** again to complete or cancel if the recipient cannot take the call.

### Blind Transfer

#### To blind transfer using Yealink phones

- Press **Transfer**
- Dial the extension of the recipient
- Press **B Transfer** key
- Or press the recipient's BLF/Speedial button if available

### Voicemail Transfer

#### Transfer a call directly to voicemail

- Press **Transfer**
- Press **7**
- Dial the extension or BLF of the recipient.
- Press **B Transfer**



## Transfers to External Numbers

A transfer can also go to an external number such as a cell phone. Follow the transfer directions above but instead of dialing an extension, dial a 10-digit phone number.

## Park and Hold

On your phone system, hold is a local function. This means a call held on your phone cannot be picked up at another station. Park is a system-wide function. This means a call parked at one phone may be picked up by any phone.

### To park a call

- Press the Park key in an active call. The system transfers the caller to the Park extension and the LED will turn from green to red.
- Hang up.
- To retrieve the parked call, press the park key where the call is parked from any phone.

## Extension Dialing

Extensions on your system can be dialed using their 3-to-4 digit extension or by pressing the button on your phone corresponding to the desired extension.

## Intercom

When one phone intercoms another extension, it does not ring the other phone. Instead, the other phone will beep, and then its microphone and speaker turn on.

To intercom dial \*50 + ext. For example, to intercom extension 100, dial \*50100.

## STEP 3: Setting up ReachUC for Mobile & Desktops

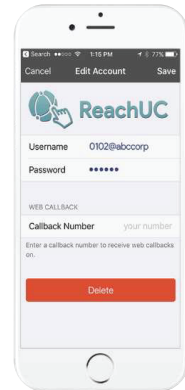
### Installing Mobile Application



Search ReachUC and install the app

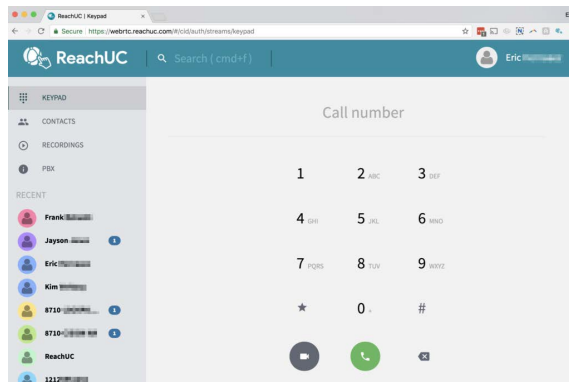


To use ReachUC simply log-in with the credential from your PBX portal. That's all there is to it.



### Installing ReachUC for your Desktop

- Go to [reachuc.com/download](https://reachuc.com/download)
- Select Windows or Mac
- Install the application and log-in with the credentials from your PBX portal.



## EMERGENCY 911 CALLS

- When you dial 911 from ReachUC running on a mobile phone, the application will automatically dial out using your existing cellular service. 911 calls from your mobile phone will not be routed through your UCaaS service provider.
- 911 calls dialed from the desktop (WebRTC) app will be routed through your UCaaS service provider (the same as any other softphone).

Call/Text Support for Assistance:  
**248-929-9940**

Text the word "**Guide**" to **248-929-9950** for a digital copy of this guide and others.

Visit our resources page at:  
**[www.miswitchcommunications.com/resources](http://www.miswitchcommunications.com/resources)**

For ReachUC resources go to:  
**[www.reachuc.com](http://www.reachuc.com)**