USING YOUR BRAND NEW MDT SIP PHONE

Making a call: Lift handset or press Speakerphone button. Dial 10-digit number. ***No need to dial 9 or 1**

Dialing Extension to Extension: Press the programmed button of the extension you wish to call or pickup the handset or press speaker phone and dial the extension.

Redial: Press the button to bring up a list of called numbers. Press the up or down arrows to select. Lift the handset or press speaker phone to make the call.

Instant Redial: Press 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. 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. Press Park to park the caller. Press the same Park button from any phone to pick the call back up again.

Transfer: While in the call, press the programmed button of the extension you wish to transfer to and hang up or press transfer dial the extension, then press transfer again and hang up.

Conference: While in a call press Conference and that caller will be placed on hold. Enter the number or extension you want to add to your call. After they answer press Conference again and all parties are in the call.

Checking Voicemail : Press the Message button and enter your password. Follow prompts.

Checking Voicemail Remotely: Dial into the main number and while in the auto attendant press *. Enter your extension number and password

DND Button: Stands for Do Not Disturb. Hitting this button will silence your ringer and send all calls directly to voice mail. A red circle with a line will be present on the top of your screen when it is active.

Volume: Use the volume buttons while performing the action you want to increase/decrease volume

To Request Support: Send an email to customercare@midwestdialtone.com or call 574-208-9616

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Setting up your voicemail for the first time

Press the message button on the phone and type in your temporary password (It will be the same as your extension number) and press the # key.

Follow the prompts in the tutorial to record your greeting and setting your password.

Other voicemail options after initial setup

Changing voicemail password:

Press the message button.

Enter current password followed by the pound sign.

Choose option zero.

Choose option 5.

Follow prompts to change password.

Changing voicemail name:

Press message button.

Enter your password followed by the pound sign.

Choose option 0.

Choose option 3.

Follow prompts to record your new name.

Changing your greeting:

Press message button.

Enter your password followed by the pound sign.

Choose option 0.

Choose option 1 for your unavailable message or 2 for your busy message.

Follow prompts to record your new greeting.